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THE GUIDE

Quebec

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THE GUIDE 83-84

All Québec government services

Québec

THE GUIDE

83-84

The 83-84 Guide is the culmination of a collective effort. The following took part in its preparation:

- the communications branches of all the departments and agencies of the gouvernement du Québec, which prepared the preliminary texts of information concerning them;
- the Direction générale de Communication-Québec;
- the Direction générale des publications gouvernementales, which coordinated research, editing, publishing and marketing;
- the Direction de la traduction, which prepared this English version; and many others.

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"... the Québec Official Publisher will be entrusted with preparing an annual update of the *Guide du citoyen*, which first appeared in 1975. This is being done to help all the people of Québec to become better acquainted with their rights and the way in which they can be exercised."

The Prime Minister of Québec

René Lévesque

René Lévesque

(Excerpt from the Inaugural Address, Fourth Session, Thirty-first Legislature of Québec)

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Introduction

1983 is World Communications Year. An entire year has been dedicated to Communications: ample evidence of the importance of the ''information society''. To mark this World Year, we are improving our own communications with the people of Québec. *The 83-84 Guide* contains some innovations, both editorially and visually. A special effort has been made to render this *Guide* more comprehensible: information is easier to understand, and not as technical. The *Guide* covers two years, and has been updated as much as possible. And you will note that it is abundantly illustrated.

This is the third in a series of Guides. Revised, updated and improved, it is for every Quebecer who wants a better idea of what services are available to him or her. As a complement to the *Répertoire de l'administration québécoise* — in which the government departments and agencies are described — the 83-84 Guide rounds out the portrait of the gouvernement du Québec by describing the services which those departments and agencies provide.

Minister of Communications

Jean-François Bertrand

Foreword

The information given in this edition of the Guide is accurate as of September 1, 1983. No information given in the Guide has force of law, nor is it intended to replace existing legislation. This is merely an attempt at simplification, to help all the people of Québec to become better acquainted with the services offered by their government, and with their rights.

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The Family

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Foreword

A new Civil Code came into effect on April 2, 1981. Major changes had been made, especially in the area of family law. This chapter outlines these modifications.

The reform of family law not only changed provisions, procedures and rules. Above all, it also changed the spirit of the law. Two principles governed these reforms: 1. the EQUALITY of men and women on an interpersonal and legal basis; and 2. the FREEDOM of individuals to decide how to organize their family relationships.

The old Civil Code dated from 1866; life has changed a great deal since that time and the new Civil Code takes these changes into account. It is much more in tune with current ideas and ways of life. A look through the following paragraphs should be enough to convince you.

Registering Births

The child you've been waiting for has been born. Very soon you'll have to register its birth.

How to proceed

Two possibilities are open to you.

If you have your child baptized, the incumbent (minister, priest or rabbi) will not only register the birth for religious purposes but will also enter your child's name in the registers of civil status. No additional steps need be taken.

If you don't have your child baptized, apply to the clerk or secretary-treasurer of your municipality. Either of these two officers will register the child's birth. The birth must be entered in the registers of civil status by the child's father or mother, or by the person who has legal custody of him.

The deadline for registrations is four months after the child's birth (except if you live in the territories of Abitibi, Mistassini, Ashuanipi or Nouveau-Québec, where the period allowed is 12 months). Once this time period has expired, a $50 fine will be imposed and you will have to apply by motion to the Superior Court for permission to register the birth.

And don't forget, absolutely all births must be registered!

Names and Surnames of Children

When we were born, our parents needed only ask themselves: "What should we call her, Mary or Helen?" "Should we call him John, Peter or Paul?" However, since the new Civil Code was adopted, parents have also been able to choose their child's surname. A child may be given the surname of his father or mother, or one composed of the surnames of both

When that new arrival comes, you'll have much on your mind. But remember — your child's birth must be registered no later than four months after the baby is delivered.

parents (that is, a surname consisting of no more than two parts derived from the surnames of both parents).

If a child's paternal and maternal filiation have not been established, he will be given a name by the official entrusted with registering the birth.

Name Changes

Name Changes for Married Women

As of April 2, 1981, a woman must keep her name at birth when she marries. Did you know that this is the only name under which she may exercise her civil rights, such as signing contracts, obtaining a driver's licence or a credit card?

Which name should be used by women married before this date?

They have the choice: they can continue using their present name (that is, the name of their husband or the name derived from their name at birth and that of their husband) or they can use their name at birth.

If a woman wants to use her name at birth, she need only contact the various agencies concerned to have the change made on certain documents such as her driver's licence, health insurance card, social insurance card or credit card.

Name Changes for Persons of Age

It is possible to change one's name, but only on certain conditions: the person must be a Canadian citizen of major age, have resided in Québec for at least one year, and have serious reasons for wanting to change his name.

How to proceed

The person must first apply to the Québec Minister of Justice. The application must contain certain information respecting the applicant, his family and his reasons for wanting to change his name. He must include with his application an authentic copy of the records of his birth and marriage (where applicable) as well as an affidavit to the effect that he is acting in good faith and that the information provided is true.

He must see that four notices of his application are published: two in a French-language newspaper and two in the Gazette officielle du Québec. These notices are published at the applicant's expense.

The person authorized to change his name will receive a certificate from the Minister of Justice. A notice will then be published in the Gazette officielle du Québec. Once the registers of civil status have been changed accordingly, the applicant can change all his official papers and his social insurance card. Forms for this purpose are available at all offices of Employment and Immigration Canada. Upon receipt of the completed forms, these offices will forward the information to the Régie des rentes du Québec.

Name Changes for Transsexuals

Legislation exists to allow persons who have undergone a sex change to obtain a new record of birth (Division II of the Act respecting the Change of Name and Other Particulars of Civil Status).

Conditions

If a person who has changed sex wants to obtain a new record of birth, he must be a Canadian citizen of major age and have resided in Québec for at least one year. He must be single or no longer married.

How to proceed

An application must be sent to the Minister of Justice including a medical certificate confirming that the applicant has successfully undergone treatment to modify his sexual organs and, if need be, a copy of the decree absolute of divorce, the attestation of his spouse's death or the judgment annulling his marriage.

The Minister of Justice will then issue a certificate authorizing the person to indicate his sex and given names differently.

Where to send the application

Applications to change given names and/or surnames should be sent to the

— **Ministère de la Justice**
Service du changement
de nom
1200, route de l'Église,
8^e étage
Sainte-Foy (Québec)
G1V 4M1

Records ("Acts") of Civil Status

Birth and Marriage

A complete copy of the record of your birth or marriage may be obtained by contacting:

- the incumbent of the church or parish in which you were baptized;
- (only in the case of records of birth) the secretary-treasurer or the clerk of the municipality in which your birth was registered;
- or the prothonotary of the judicial district to which the parish, church or municipality where your birth was registered or your marriage celebrated belongs.

Burial

A complete copy of a record of burial may by obtained by contacting:

- the incumbent of the church or parish in which the burial was performed;
- or the prothonotary of the judicial district to which the church or parish where the burial was performed belongs.

If no religious burial was performed

If no religious burial was performed, the certificate of death signed by the physician or the certificate of cremation signed by the undertaker can serve as proof of death in some circumstances.

Extracts from Acts of Civil Status

In most judicial districts, prothonotaries can now issue pocket-sized extracts of records of civil status. This service was formerly provided by the Registre de la population of the ministère des Affaires sociales.

Further information

Further information can be obtained at any court house.

Marriage

Civil or Religious Ceremony

Once the vows have been exchanged, will it be the incumben of the church, or the prothonotary who will ask you to kiss yo spouse? You have the choice be tween a religious and a civil cere mony and both forms of celebration have the same legal value. It's up to you to decide!

Conditions

Future spouses must, however, meet certain requirements:

— they must, of course, be two persons of the opposite sex who have freely consented to the marriage;

— they must be single or have had their marriage annulled, or dissolved by death or (only in the case of civil marriage) by divorce;

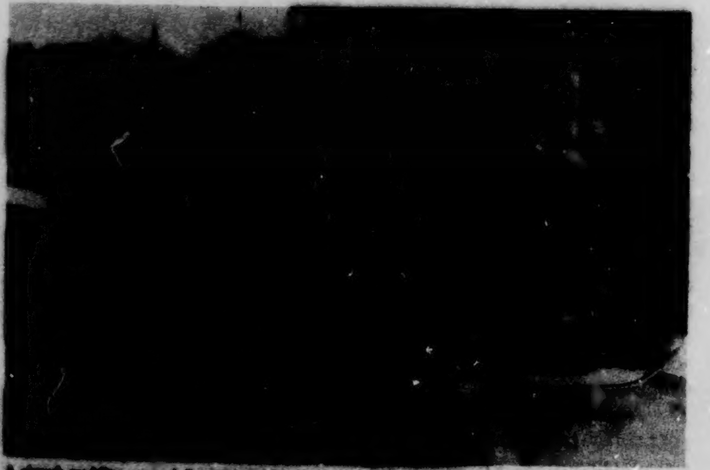
—they must not be related to one another;

— the woman must be 12 years of age and the man 14;

— if one or both are under 18 years of age, they must obtain the consent of their parents (or, in some cases, of one parents or a tutor);

Civil marriage: how to proceed

If you prefer a civil marriage, you must contact the office of the prothonotary of the Superior Court for your region and submit the following documents: a record of birth and, if need be, an authentic copy of the judgment annulling your marriage, or of the decree absolute of divorce or a certificate of the death of your previous spouse. You must also answer a questionnaire and make a solemn declaration.



A church wedding, or a civil ceremony? It's up to you. Both forms have the same value before the law.

The prothonotary will then leave a notice posted for 20 days announcing the proposed marriage.

Matrimonial Regimes

There can be no marriage without a matrimonial regime. Even though Mr. and Mrs. Smith have not concluded a marriage contract before a notary, they are automatically subject to the regime of partnership of acquests which has been the legal regime since July 1, 1970.

A matrimonial regime is a collection of rules governing the financial interests of the spouses in their dealings with one another and with third parties. It becomes effective on the day of their marriage.

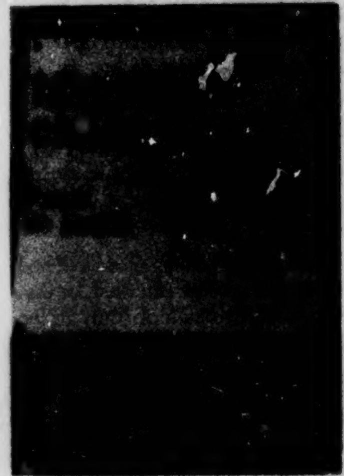
Choosing a matrimonial regime

Future spouses may choose the matrimonial regime which suits their needs; they are not confined to selecting one of those included in the Civil Code, which deals only with partnership of acquests or separation as to property. A couple may even create their own matrimonial regime.

The matrimonial regime of their choice will be established by contract before a notary, unless they choose the regime of partnership of acquests as described in the Civil Code.

The regimes of the Civil Code

Under the REGIME OF PARTNERSHIP OF ACQUESTS, the property of the husband and wife is divided into two types: private property and acquests.



If you decide on a civil ceremony, the prothonotary of your regional Superior Court can tell you how to go about things.

Private property is the property which belonged to each spouse prior to the marriage, property acquired by a spouse during the marriage by will or gift, or that acquired in replacement of any such property.

Acquests include a spouse's salary, his income from investments, and the property acquired through this income as well as property over which neither spouse can justify exclusive ownership.

Under this regime, each spouse administers his private property and acquests with complete freedom. Neither spouse, however, can give all or part of his acquests gratuitously without the consent of the other, unless only small amounts are involved.

Each spouse is also responsible, through his private property and his acquests, for any debt he incurs before or during the marriage.

When the partnership dissolves (by the death of either spouse, the annulment of the marriage, a change of matrimonial regime or by a judgment of separation or divorce), each spouse keeps his private property as well as half of his acquests and is entitled to half the other's acquests. For example, when her husband dies, Mrs. Smith will keep her private property: the house which she inherited from her father and the furniture she bought before her marriage; she will also keep half of her acquests or $2 500 of the $5 000 she saved on her income. She will be entitled to half of Mr. Smith's acquests. The remaining property (Mr. Smith's private property and half of his acquests, as well as half of Mrs. Smith's acquests) will make up the estate, unless special provisions in the will of the deceased or the couple's marriage contract indicate otherwise.

Under the REGIME OF SEPARATION AS TO PROPERTY, each spouse has his own property. This regime can be chosen by marriage contract. It can also be requested at court by one of the spouses as a protective measure if the couple were married under the regime of partnership of acquests or community of property.

Changing matrimonial regimes

If it is the wish of both spouses, a couple may change their matrimonial regime in whole or in part. However, these changes must always by made by a notarial deed.

Gifts contained in marriage contracts, including those becoming effective at death, can be modified even though they are said to be irrevocable; however, the consent of all interested parties is necessary.

Creditors have up to a year (as of the day learn of the changes made in a contract) to express their opposition to any modification which would be to their disadvantage.

The Family Residence

The story of Linda and Tom

Linda and Tom were married in 1967. For the past five years, they have lived with their children in the house which Tom inherited from his widowed father. Tom is the sole owner.

Six months ago, Tom decided to live on his own elsewhere. Since he needed money, he decided to sell the house as well as some of the furniture it contained. He had not discussed his plans with Linda, and she only became aware of the situation when a broker appeared at the door and a mover wanted to remove the furniture from the living room and dining room.

What will happen?

Will Linda and the children find themselves with an empty house or, even worse, with no house at all, overnight?

The new Civil Code of Québec, which came into force on April 2, 1981, has made many changes and introduced new provisions, one of which deals with the protection of the family residence. Let's hope that Linda has heard about the new provision. And how about you? Do you know what it involves?

Let's first discuss the meaning of family residence: it is the family's main residence, whether it be an apartment or a house.

Protection of the family residence

Generally, the provision respecting the protection of the family residence prevents a spouse from selling the family residence or the household furnishings (which are protected by this clause), or otherwise disposing of them without the consent of the other spouse. The provision applies regardless of which spouse owns or rents the property in question.

Let's examine this new measure of the Civil Code more closely. Protection of the family residence is meant to:

- prevent a spouse who owns a building with fewer than five dwelling units (this includes single-family houses), part or all of which is used as a family residence, from disposing of it as he pleases; for example, he may not sell or rent the building without his spouse's consent. If the building has more than five dwelling units, the owner may dispose of it as he wishes provided that one unit is available for his spouse;
- prevent a spouse who rents the family residence from subletting, giving up his right or terminating a lease without the consent of his spouse;
- prevent a spouse from disposing of family furnishings without the consent of the other, except to third parties who purchase them in good faith by laying out a sum of money.

In cases of separation as to bed and board, divorce or annulment of the marriage, the court may assign the lease on the family residence to the tenant's spouse or the ownership or use of the furnishings of the family residence to the owner's spouse.

These provisions respecting the protection of the family residence apply to all spouses regardless of their matrimonial regime, the date of their marriage or the contents of their marriage contract.

However, this protection is not always automatic. For the family residence to be protected, one or both spouses must make a declaration of family residence or give notice to the tenant. Notice must be given to the tenant when the residence will be rented by one or both spouses. If the family residence is owned by only one of the spouses, the declaration should be made using the form available at the registration office of the district where the building is located. The registration costs for this declaration are minimal, amounting to approximately $12.

Separation as to Bed and Board

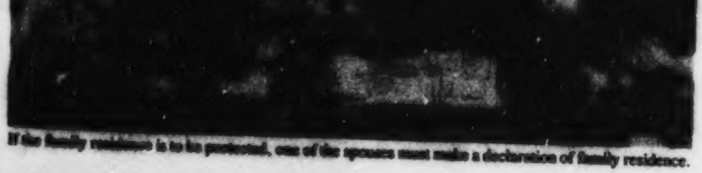
Separation occurs when two spouses no longer live together. The separation can be legal, in which case the couple has appeared before a judge of the Superior Court to be relieved of the obligation to live together. The spouses are said to be SEPARATE AS TO BED AND BOARD. When two people decide to separate without appearing before a judge, this is known as DE FACTO SEPARATION. De facto separation is not recognized by law and agreements deriving from it have no legal value.

Separation as to bed and board differs from divorce in that it does not break the bond of marriage; spouses still owe each other fidelity, succour and assistance. In the case of separation as to bed and board or de facto separation, a couple cannot remarry since the marriage is still valid.

Reasons for separation as to bed and board

Separation as to bed and board may be requested for the following reasons:

— adultery;



If the family residence is to be protected, one of the spouses must make a declaration of family residence.

- outrage, ill-usage or insult, provided that the actions have been repeated and are serious;
- the husband's refusal to shelter his wife and to provide her with the necessities of life.

Provisional measures

Between the time separation is applied for and the judgment which grants it is rendered, a motion can be made to the court for provisional measures to govern the family's living conditions during proceedings.

The court can decide who will have custody of the childen and which of the two spouses will be allowed to remain in the family residence. It can also order one spouse to pay the other support. Property may also be seized before judgment if there is reason to believe that the property is in danger.

Separation as to bed and board terminates either by reconciliation or by divorce.

Applying for separation

Separation as to bed and board can be applied for by one or both spouses.

Joint petitions

Since the adoption of the new Civil Code, it has been possible for spouses to present a joint petition for separation to the court if both have agreed to terminate their marriage.

There are several advantages to this new procedure: it of course reduces the number of delays and limits expenses; however, above all, it prevents futile and conflicting arguments which are never to the benefit of either spouse. It also lessens the accusatory nature of separation proceedings and enables couples to settle their differences in an autonomous and mature fashion.

It should be noted that the procedure of making a joint petition can be used in cases other than that of separation, such as those where spouses would like to have a judgment of custody modified.

There are two types of joint petition: with draft agreements and joint petitions without draft agreements.

To fully understand the distinction, let's look at two different cases: that of Helen and Peter and that of Joan and David.

Joint petitions with draft agreements

Helen and Peter have been married for eight years and have three children. They want to separate. They not only agree on the idea of separating but also on how to deal with the various problems posed by such a step: custody of the children, support, the family residence, separation of property, the gifts provided for in the marriage contract, etc. Both have arrived at the same conclusions. When they appear before the judge, they will have already prepared a draft agreement which they need only submit to the court for its approval. Since their petition for separation is accompanied by a draft agreement, Helen and Peter do not have to provide proof in support of the reasons for their separation.

Procedure

After having prepared a petition for separation as to bed and board, Helen and Peter should carefully sign the document and submit it along with their draft agreement to the clerk of the Superior Court of the court house in their district. A prothonotary will set a date for the hearing within the next 20 days. On the prescribed date, the judge will meet Helen and Peter separately to ensure that each has given his valid consent. He will also verify whether the draft agreement settles all the potential problems arising from the separation; for example, he will ensure that neither Helen, Peter nor the children are penalized. If he notes that one of the spouses is opposed to the draft agreement or that the children are disadvantaged by it, he will reject the proposal and give the parties another three months to produce a modified agreement.

Joint petitions without draft agreements

The situation is different in the case of Joan and David. They agree on several points but not on all. For example, they both agree to separate, but differ on the questions of support and custody of the children. They can present a joint petition without a draft agreement. In this case, they must set forth the points of view they hold in common as well as their personal conclusions.

Procedure

To emphasize the fact that they are acting together, Joan and David should both sign the petition to be submitted to the clerk. A date for the hearing will be set within 20 days. If the court pronounces separation as to bed and board, it will also decide on all the other points which would have been settled by an agreement.

Is a lawyer necessary?

In the case of both types of joint petition, the spouses can reach an agreement without having to consult a lawyer. Their needs in this respect are highly dependent on how much property they own and on whether or not they have children. If you need to consult a lawyer, check to see if you're eligible for legal aid.

Petition for separation by one spouse

A petition for separation may be presented by only one spouse. In this case, it must be made by declaration and be made known to the other spouse so that he may assert his rights.

The spouse presenting the petition should indicate the reasons for the separation and provide adequate proof. A declaration constitutes an action for separation; both sides are given a full hearing and the presence of a lawyer may be desirable.

Divorce

Divorce is the dissolution of a valid marriage while both spouses are alive. One of the spouses must be guilty of an offence and the other must prove it if he wishes to obtain a divorce. This is known as the adversary system.

The federal Divorce Act allows divorce on the following grounds:

— adultery;
— sodomy, bestiality, homosexuality and rape;
— bigamy;
— physical and mental cruelty, as interpreted by the courts;
— imprisonment;
— non-consummation of the marriage;
— alcoholism and drug addiction;
— absence, abandonment and separation as to bed and board, or de facto separation.

Divorce will be refused if, for example, the party who has committed the wrong has been forgiven, or if there has been collusion or any attempt to mislead the judge as to the grounds for the divorce. It should be noted that divorce by mutual consent is not recognized by the law.

As soon as the petition for divorce is filed, the court may render provisional orders. These measures are similar to those which exist in cases of separation as to bed and board. The Divorce Act provides for two sorts of judgment: the decree *nisi*, handed down at the end of the divorce proceedings, and the decree absolute, pronounced three months later.

Once the decree absolute has been granted, the spouses become independent and can contract a civil marriage.

Compensation payments

The new Civil Code has introduced a new measure to ensure equity and compensation in certain situations, such as separation as to bed and board, divorce, death or annulment of marriage, where one of the spouses is disadvantaged. This measure provides for compensation payments. Primarily, it involves the payment by one spouse to the other of any contributions in the form of goods or services which have helped to enrich the former's estate.

Compensation can be paid according to various methods. An amount may be set through an agreement reached with the indebted spouse, or with his heirs if he is deceased. If no agreement has been reached, the amount will be set by the court, which is able to grant a right of ownership, usage or occupancy of the building which served as the family residence. In the case of separation as to bed and board, however, only a right of occupancy may be granted.

The advantages offered by the matrimonial regime, the marriage contract and the estate, if need be, should be taken into account in setting the amount of compensation payment.

Let's consider the case of a couple who were married under the regime of separation as to property and who operate a convenience store. Only one of the spouses owns the business although both are involved in running the establishment and looking after maintenance, bookkeeping and other activities. After several years of marriage, the couple decided to divorce. The matrimonial regime was terminated and the husband was recognized as the sole owner of the business. The husband was enriched solely on the basis of his title deed. The wife was not even able to have the time and energy she had generously invested in the business recognized. This is the kind of situation which the new legal provisions are meant to correct.

If you feel that you are entitled to compensation payments at the time of your divorce, separation as to bed and board, or the death of your spouse, you would no doubt benefit from seeking legal counsel to obtain satisfaction.

Division of earnings

When people divorce, they must divide up their movable and immovable property according to the norms set by law or according to conditions on which they both agree. Since January 1, 1978, spouses can also have their earnings entered in the record of earnings divided up for the purposes of the Québec Pension Plan.

This provision is intended to provide the spouse who has been living at home, and unable to work, with contributions which would allow him to take part in the plan as though he had contributed to it personally.

For information on the terms and conditions of the provision respecting the division of earnings, consult Chapter 5 which deals with income security.

Support

After you divorce, the judge granted you support. The problem is that you're having trouble collecting it. The first time, there wasn't enough money, and the second time, the payment was for the full amount but it arrived late. Since then, you haven't received a cent. What will you do?

"There's a law to protect me and a free, support payment collection service to which I am entitled. Someone is going to hear from me!"

This person is absolutely right. If you find yourself in this situation, you should know that this collection service well and truly exists. Contact the collector of support payments in your district or in the district where the judgment granting support was rendered. There are collectors in 56 localities in Québec; they can usually be found in the court house. The collector's task is to help you obtain the money to which you are entitled. He has the right to demand the enforcement of the judgment which granted you support. He can seize the salary, or the retirement or pension benefits of the debtor, or even have his movable and immovable property seized. In the case of a seizure of salary, you are entitled to up to half the amount seized and registered.

All you have to do is contact the collector of support payments, provide him with the most recent certified copy of the judgment granting you support, and that's that.

The same conditions apply if you are unable to find your debtor. The collector will take the steps needed to find out his new address.

In the meantime, you may obtain the services of a lawyer.

One more thing: if the debtor cannot be found, or is insolvent, the collection service will definitely not be able to have the amount due paid.

Living Together

More and more people are deciding to live together without being married. It has been predicted that soon one couple in three will opt for this lifestyle.

In the new Civil Code, no specific legal status has been given to unmarried couples. The legislator wanted to respect the wishes of those who do not opt for marriage and for the rights and obligations it entails.

A contract between de facto spouses?

To avoid some of the problems arising from the fact that no particular legal status is attached to their union, two people who live together are free to conclude various mutual agreements by contract which are likely to protect them.

For example, they might decide to dispense with any restrictions governing the type of gifts *inter vivos* they offer one another during the course of their union. They may also set up a property regime respecting not only shared property but also that which they acquire while living together. They can also set the terms and conditions governing, for instance, the division of property and the custody of the children born during their union in the event of separation. Since the new Civil Code makes no provisions for estates in the case of unmarried couples, the partners should make a will if they want to leave their property to each other.

Children

It should be specified that, under the new law, all children have the same status: there are no longer legitimate and illegitimate children. This means that the children born to an unmarried couple and recognized by their parents are no longer at a disadvantage in comparison with others. A child born out of wedlock, who is recognized by his father or mother or both, is entitled to the estate of his parents, grand-parents and so on.

It should be added that a child whose maternal or paternal filiation has not been established can claim filiation in court; once it has been established by judgment, the child has the same rights and obligations as a child born of married parents.

Rights and obligations

"Does this mean that Paul and Diana who have been living together as spouses without being married have no other rights and obligations with respect to one another than those which they have agreed upon by contract?" This is not entirely true.

Even though people like Diana and Paul are not subject to any particular legal regime, there are nevertheless several laws recognizing their rights and obligations after a certain number of years of living together. This period can vary from zero to seven years. We are referring to such legislation as the Social Aid Act, the Automobile Insurance Act, the Unemployment Insurance Act and Act respecting the Québec Pension Plan.

It should also be noted that, as of 1979, the Civil Code has stipulated that if the partner who has signed the lease leaves the couple's residence, the other partner is entitled to take over the lease, provided however that he has lived there for at least six months.

In addition, for federal and provincial tax purposes, the partners are considered to be single.

Adoption

People want to adopt children for several reasons. However, from the child's point of view, there is one basic reason: finding a stable family environment in which to develop and mature and thereby create or replace that which he never or only briefly knew because his parents died or abandoned him.

Adoption legislation has recently been amended (December 1982). The new Civil Code clearly specifies that adoption can take place only in the interests of the child and under the conditions provided for in the Act.

Conditions

A minor cannot be adopted without the consent of his parents or his tutor, or unless he has been declared legally adoptable. To be eligible for adoption, the child must be an orphan and not have a tutor (guardian); he must be over three months old and have been abandoned by his parents; his parents or tutor must have fallen short of their responsibilities (have failed to look after the care, maintenance and education of the child for at least six months); or, his parents must have forfeited their parental authority and have left the child without a tutor.

More and more couples are simply "living together".

Theoretically, the adopter must be at least 18 years older thant the adopted child unless the latter is the child of his spouse.

Normally, a person of age may be adopted only by those persons who had adopted him while he was a minor.

Theoretically, the court may grant the adoption only if the child has lived with the adopter for at least six months.

A child aged 14 years and over can refuse to be adopted.

It should be remembered that adoption involves the same rights and obligations as filiation by blood and that adoption files are confidential.

It should be noted that unmarried couples and single persons of age can now apply to adopt a child.

Do You Want to Adopt a Child?

The first step is to visit the social service centre in your area. Each centre has an adoption service which is responsible for identifying children who are eligible for adoption and for finding families who would like to adopt them. To do this, it assesses every family or individual who offers to adopt a child. If a child is entrusted to that family or individual, the service provides the professional support needed to ensure that the child integrates well and develops fully.

International Adoption

In matters of international adoption, the ministère des Affaires sociales and the social service centres co-operate with private bodies recognized by the ministère des Affaires sociales. For information, consult the social service centre in your area.

Immigration

Helping a Member of Your Family Immigrate

If you are a resident of Québec and would like to help one or more members of your immediate family (spouse, an unmarried child who is still a minor, parents and grandparents) who want to emigrate to Québec, contact the ministère des Communautés culturelles et de l'Immigration at the following address:

— **Division des renseignements aux candidats à l'immigration**
355, rue McGill
Montréal (Québec)
H2Y 2E8
(514) 873-2528

We'll help you to help them.

An immigration counsellor will study your case to make sure that you are financially able to assume responsibility for the relative or relatives who want to immigrate. He will also provide you with the information you will need in completing the necessary forms.

Applying for Immigration

According to the federal Immigration Act, all immigration applicants should, as a rule, file their application for permanent residence outside the country, except in a very few cases applicable to refugees and certain members of the family.

All foreign candidates should contact the Service de l'immigration du Québec closest to where they live: Bangkok, Brussels, Buenos Aires, Hong Kong, Lisbon, London, Mexico City, Paris, Port-au-Prince, Rome.

Persons already living in Québec with temporary status (visitor's visa or work permit) and wanting to change such status into that of a permanent resident may contact the Division des renseignements aux candidats à l'immigration whose address was given above.

For further information

All questions on immigration and cultural communities should be submitted to the ministère des Communautés culturelles et de l'Immigration.

The telephone number for general information in Montréal is (514) 873-2445.

The staff of the Centres d'orientation et de formation des immigrants (COFI) can also answer questions related to immigration (consult your telephone directory listing of government services in the blue pages under the heading COMMUNAUTÉS CULTURELLES ET IMMIGRATION). You can contact Communication-Québec if you live in a city or town where there is no COFI.

Youth protection

At the present time, we are experiencing a crisis affecting not only our economy but society as a whole. The first to be affected by this upheaval in our social values are most often young people. In Québec, thousands of young people are in difficulty.

At school, these young people are unable to motivate themselves to study since, in any case, their only prospect is unemployment. At home, they often find themselves in inadequate material conditions and, in some cases, are even victims of all sorts of abuse, Then, one day, the situation gets out of control; they leave school, run away, begin stealing on a regular basis, and commit more and more offences.

Québec has a Youth Protection Act to help these young people in difficulty.

For Whom is the Act Intended?

The Act is designed for all young persons under 18 years of age who are in difficulty. This includes all those who have been completely abandoned or whose family situation could be detrimental to their physical, intellectual or emotional development (inadequate material conditions, sexual abuse, physical ill-treatment, negligence or exploitation). The Act is also intended for those whose conduct suggests severe problems (serious behavioural disturbances, frequent unjustified absences from school, running away) or who have committed offences against the law (theft, drunken driving, assault, etc.).

What Do I Do If I Think a Young Person Is in Difficulty?

Whether you are an ordinary citizen or a professional working with young people and have good reason to believe that a child is in difficulty, telephone your regional director of youth protection immediately, or else help the young person to report the situation himself. You are calling for help on behalf of the child and your identity will be kept confidential. Pointing out the situation or helping to point i out does not relieve you of your responsibilities as an adult huma being. You should also offer him assistance.

The director of youth protectio can be contacted 24 hours a day, 365 days a year, at the social service centre closest to where yo live.

Is there a member of your family who wants to move to Québec? You can make it easier for him.

The Director of Youth Protection

This is the person who is notified in cases of young people in difficulty. After being notified, he will meet with the young person, his family, and any other person who might be able to provide information, to assess the situation.

The director of youth protection will then propose a solution adapted to the seriousness of the case. He can take various measures. He may leave the young person in his family surroundings and offer both him and his parents appropriate services and assistance. In other cases, he might request that the parents report regularly on the development of the child's situation. He may also decide to place the child for a specified period.

Often, the director of youth protection can act on his own. On the other hand, in some more serious cases, involving offences, for example, all decisions must be made in collaboration with a person appointed by the Minister of Justice.

In the event of an emergency, the director may act immediately and temporarily remove the child from his family.

The Youth Court

The Youth Court resembles an adult court and is the place where the parties involved (children, parents and police) bring their case before a judge who will render a decision on the matter.

Under the Courts of Justice Act, the Youth Court can deal with the following cases:

- — cases of juvenile delinquency as defined in the Juvenile Delinquents Act;
- — cases of adoption as defined in the Adoption Act;
- — cases of offence against any statute or by-law in force in Québec;

— other cases referred to it under the Youth Protection Act.

Rights of Young Persons in Difficulty

The Youth Protection Act grants a certain number of rights to young persons in difficulty. They have the right to:

- receive all necessary services and assistance adequately and continuously;
- receive the services and assistance in their family surroundings or equivalent surrundings;
- be informed, heard and consulted when receiving these services;
- be represented by a lawyer other than the one representing their parents;
- have no information published which would allow them to be identified;
- not be detained in a police station or in any prison for adults;
- lodge an appeal and apply for a review of their position.

Parents also have corresponding rights.

The Comité de la protection de la jeunesse

This agency is part of the ministère de la Justice, is made up of 14 members and is entrusted with seeing that the rights of young persons in difficulty and those of their parents are respected.

The Comité de la protection de la jeunesse investigates cases of

No one ever said growing up was easy — the Youth Protection Act takes care of children under 18.

children in difficulty when, on the basis of complaints or of its own observations, it believes that rights have been infringed (when, for instance, it is notified that a young person or his family have not received the services to which they are entitled).

It also reviews particularly delicate situations such as cases of ill-treatment. When investigating or reviewing such cases, the representatives of the committee will study the child's file and, if necessary, meet with all the people involved. They will see that corrective measures are taken and, if need be, take the case to court.

How do I lodge a complaint?

If you believe that the rights if a young person or those of his parents are being infringed, you can lodge a complaint by contacting your regional office of the Comité de la protection de la jeunesse. There is an office in each region of Québec. You can also phone the central office in Montréal: 1-800-361-8854.

It should be fully understood, however, that cases of young persons in difficulty should not be brought directly to the attention of the committee itself, but, as you know, should first be reported to the director of youth protection.

Estates and wills

Talking about death won't kill you; nor will talking about estates and wills. So why don't we talk about them a bit?

Whether I make up a will or not, my property, or what I'll be left with the day I no longer need it, will stay "down here". But who will it be transmitted to? That depends precisely on whether or not I've drawn up a will.

Estates

My property can be transmitted, according to my wishes, to one (universal legatee) or more people. During my lifetime, I will have drawn up a will indicating how my property should be distributed and under what conditions. This is known as TESTAMENTARY SUCCESSION.

If, on the other hand, I die without making a will, my succession is INTESTATE or AB INTESTAT. Since I have not expressed my last wishes, the law will decide who among my relatives will inherit my property and in what proportion. If I do not have an heir, not even a cousin or a niece of the 12th degree, the State will be pleased to inherit all my property, even my dog Spot.

Wills

Since I prefer transmitting my property to whom I wish, I have decided to make a will.

But what exactly is a will? It is a legal document which expresses one person's (the testator) wishes and bequeaths his property as he sees fit. It takes effect on the death of the testator (that goes without saying!).

Not everyone can make a will. But since I am of age and of sound mind, and there is nothing or no one to prevent me from expressing my wishes freely, I can therefore draw up a will. However, in what form will I express my last wishes, for there are three types of wills recognized in Québec?

Authentic wills

This is the most popular form of will. It is drawn up by the notary according to the testator's instructions. It is signed by the testator and two witnesses or by the testator and two notaries. The notary keeps the original. It is an authentic legal act and must be registered.

It should be noted that, in this type of will, the testator cannot make a bequest to the notary, the witnesses or their spouses. If he does so, the provisions making these bequests are null, but the rest of the will remains valid.

A notarized will entails costs but, contrary to other types of wills, it does not have to probated.

Holograph wills

A holograph will is handwritten at length by the testator, and signed and dated by him. The fact that the will has been written, signed and dated by the testator himself is the very condition for its validity. For this reason, notaries and witnesses are not necessary. This will is easy to make, and costs no more than the ink and paper used to write it. However, it can get lost easily, and must be probated by the Superior Court of the district in which the testator lives.

If you decide to make a holograph will, you should advise your insurance company and place the document in a safety deposit box. Why not tell one of your close relatives that the will exists, and thereby avoid much useless searching?

Wills derived from English law

This will need not necessarily be drawn up in the testator's handwriting, but he does have to sign it in the presence of two witnesses. If you decide to use this type of will, choose your witnesses carefully. You cannot bequeath anything to them, their spouses or their relatives in the first degree.

As in the case of holograph wills, wills derived from English law must be probated in the Superior Court.

I've made my choice! I'm going to draw up my will this very day. How about you?

Some important details

What if I change my mind?

"Fred is a cousin I'm very fond of and I forgot about him in my will. Can I change it?"

You're completely free to change or even revoke your will, and are not required to use a document of the same form in order to do so; for example, a notarized will can be revoked by a holograph will or by one that is derived from English law. It would be wise to expressly indicate that you are revoking all or part of any wills made previously.

What if the legacy does not cover all my property?

If, for example, a sum of $5 000 is not bequeathed to anyone in your will, this sum will be considered intestate succession and will be divided between your heirs in accordance with the law, according to the legatee's degree of kinship.

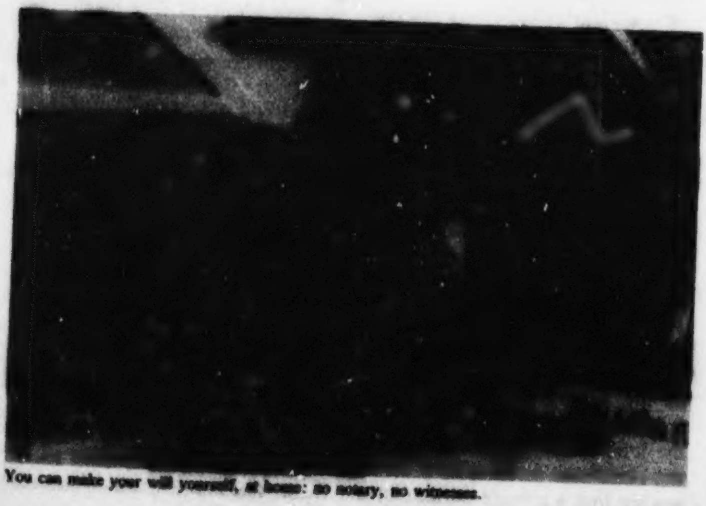
And if I have more debts than property?

Whether you have made a will or not, your legatee or heir is free to accept or refuse the succession; he generally refuses it when the estate has more debts than property.

Well, that's all. And we've come through alive, haven't we?

Public Curatorship

The Public Curator is an official entrusted with protecting the property of people who are unable to administer it themselves, supervising the administration of property entrusted to private curators and tutors, and administering vacant estates and property which has no



You can make your will yourself, at home: no notary, no witnesses.

owner (for example, an abandoned vehicle whose owner cannot be found).

Property of Mental Patients

A mental patient is incapable of administering his property himself. Who will administer it for him? This responsibility is entrusted to a private curator and, if the patient does not have one, to the Public Curator. He is *ex officio* curator to any mental patient receiving closed or open treatment in a hospital centre, but only in cases where the patient is unable to administer his property himself and is without a private curator. A certificate attesting to the patient's incapacity in this regard must be obtained from the Public Curator.

The patient's family may request at any time that the patient be prevented from freely disposing of his property (see sections 877 ff. of the Code of Civil Procedure).

The Public Curator is not only responsible for administering the property of the mental patient, but also for protecting his person; he does not, however, have custody of the patient.

The Public Curator's task comes to an end as soon as he receives a certificate attesting to the capacity of the patient to administer his property, or an authentic copy of the definitive judgment setting aside the certificate of incapacity or attesting that a private curator or a judicial advisor has been appointed to attend to the interests of the patient.

Supervising the Administration of Private Curators and Tutors

The Public Curator must ensure that private curators and tutors make the least possible number of errors in administering the property entrusted to them and that they do not squander it.

If you've been appointed private curator or tutor

You should send a certified copy of the notarized inventory of the property for which you are responsible to the Public Curator within 30 days of your appointment. You must also submit an annual report on your administration for the preceding fiscal year within 60 days of the anniversary of your appointment.

Dismissal of the tutor or private curator

If the Public Curator does not receive information or notes that there is poor administration, he may take the measures needed to request that the tutor or private curator be dismissed.

Vacant Estates

It has already been mentioned that, when a person dies without any heirs, his property passes to the State. The Public Curator becomes *ex officio* curator of the estate which is said to be vacant.

An estate is declared vacant when the inventory of the deceased's estate is not drawn up within the prescribed time period, when no one claims the succession, when there are no known heirs, or the heirs have renounced the estate. The estate must be declared vacant by a judicial decision before the Public Curator can be entrusted with its administration. This decision is made after a creditor or a person who has an interest presents a motion to the competent court.

If the heirs renounce the estate, which occurs when it shows a deficit, the Public Curator will assemble the assets of the estate and convert them into cash as quickly as possible to pay the creditors in their preferential order.

For further information, contact the Public Curator:

— **Le Curateur public**
Direction des communications
800, place Victoria, 4^{e}
Tour de la Bourse
Case postale 51
Montréal (Québec)
H4Z 1J6
(514) 873-4074

Publications

Code	Title	Price
3802-6	Youth Protection Act 1979, 47 p., 24 cm	$1.45
3981-8	Succession Duty Act 1979, 27 p., 24 cm	$0.85
4909-8	Act to promote the payment of support: Bill 183, assented to on June 18, 1980 1980, 9 p., 24 cm	$0.70

Chapter 2

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Kindergarten

Your child is growing up, and soon it will be time for him to go to school. Kingergarten introduces him to this unknown world.

Educational Activities

Every day your child will take part for half the day in a number of varied activities which will allow him to learn and to awaken to the outside world. He will also go on trips and educational visits.

Other services offered

He can also have access to pastoral services, speech therapy, educaional psychologists and other services to help his integration into the school.

Age of Admission

Your child may be admitted to kindergarten from the age of five, but he must have turned five before the first of October. The ministère de l'Éducation also offers kindergarten schooling to four-year-old children from economically disadvantaged backgrounds or with adjustment or learning difficulties.

Registration

To find out at which school your child will be registered, apply to the school nearest to your home, or to the school board covering your district.

Kindergarten at the Jacques Buteux school in Trois-Rivières. Kindergarten is the first step toward adulthood.

Elementary School

Educational Activities

Elementary school instruction, the first stage in your child's education, extends over six years, divided into two cycles.

The first cycle is a three-year "extension of kingergarten schooling".

This is the time when your child learns to read and write; in these three years he will also make a start on mathematics and basic subjects: history, geography, natural sciences, art, physical education and religion and ethics.

The second cycle, also three years long, is "apprenticeship".

Beginning with the fourth grade, all subjects are systematically studied. More weight is placed on the pupil's individual work.

Other services offered

In addition to teaching, the school offers your child services in the fields of pastoral care, psychology, guidance, speech therapy, health, etc., in order to help him integrate into his surroundings.

Elementary school: a follow-up to kindergarten, and an important six-year stage: readin', writin', rithmetic.

Age of Admission

If your child will be six years old before the first of October, then he will be admitted to elementary school.

Registration

Yearly registration is compulsory. Each year, register your child during the spring preceding the school year. To find out the date and the procedures set by your school board, ask the school that your child attends, your school board, or a regional branch of the ministère de l'Éducation.

Day-Care Services at School: a Practical Solution

You go to work, and your child goes to elementary school. So you cannot look after him at lunch hour. There must be a solution.

Look no further. There is day care in the schools; your child, just like all children going to kindergarten or elementary school, can take advantage of a day-care service before and after class and during the lunch hour. The ministère de l'Éducation helps the school boards to organize this service by giving them financial help.

For further details

Ask at your child's school, your school board, or a regional branch of the ministère de l'Éducation.

Secondary School

Educational Activities

Secondary education is divived into two cycles.

The first cycle, lasting two years, is "general education".

This cycle extends the education received at elementary school.

The second cycle, of variable length: "Already it's time to choose".

In the course of the second cycle, your adolescent child chooses to complete his general education either with a view to taking courses at college level or to prepare to enter the world of work. Numerous educational services are offered.

Educational services offered

There is teaching, and there are guidance, pastoral, psychological, health, social and placement services; further, there is access to complementary services: leadership and supervision of student associations and student activities.

Age of Admission

Your child is 12 or 13 years old when he leaves elementary school. He is then ready to enter secondary school. If, exceptionally, he is only

11 years old, he can be admitted if he meets certain criteria of intellectual, emotional and social maturity.

Registration

Yearly registration is compulsory. Each year, register your child during the spring preceding the school year. To find out the date and the procedures set by your school board, ask the school that your child attends, your school board, or a regional branch of the ministère de l'Éducation.

College

Educational Activities

A Cegep (Collège d'enseignement général et professionnel) (college for general and vocational training) offers two types of teaching.

General training (two years)

This type of teaching offers a choice of four educational programs. It is designed for all who propose to enter a university at the end of their college courses.

Vocational training (three years)

This type of teaching is designed for all those who propose to enter the labour market at the end of their time at a Cegep. The programs cover most sectors of economic activity.

Other services offered

As well as teaching, complementary services are offered: guidance, psychological, placement, health and financial aid services as well as others.

Admission

To be admitted to a Cegep it is sufficient to have a certificate of secondary studies. Naturally, the courses that you have taken must match the study program that you choose at the Cegep.

If you are an adult but do not possess a certificate you may still be admitted to a Cegep if your education is considered to be sufficient: your experience and your work or other activities at the time of your admission will be taken into account.

For further details

Apply to the student services of the school boards and Cegeps or to one of the regional admission services whose addresses are listed below:

— ***Montréal***:
Service régionale d'admission
du Montréal métropolitain
C.P. 70
Succursale Bourassa
Montréal (Québec)
H2C 3E7
(514) 271-2454

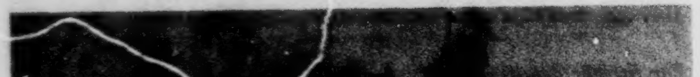
—*Saguenay-Lac-Saint-Jean*:
Service régional d'admission
des collèges du Saguenay-
Lac-Saint-Jean
218, rue Gilbert
C.P. 5000
Jonquière, Arvida
(Québec) G7S 4R8
(418) 548-7191

—*Québec City*:
Service régional d'admission
au collège de Québec
1085, avenue Wolfe
Sainte-Foy (Québec)
G1V 3T9
(418) 527-1927

University

Educational Activities

The seven universities of Québec offer various programs leading to a professional career or to research. University studies can be divided into three cycles. The studies in the first, three-year cycle lead to a professional career. Those in the second, one or two-year cycle lead to a Master's degree, and those in the third, two-year cycle aim at a Doctorate.



Cegeps: general instruction with a view to university, a profession, and the labour market.

Other services offered

In addition to teaching, complementary services are offered: guidance, health and placement services, student associations, sociocultural and other activities.

Admission

If you wish to be admitted to a university, it is sufficient to possess a DEC (College Diploma). This diploma must correspond to the requirements of the program of the faculty or school where you are seeking admission.

If you wish to carry your studies into the second or third cycle, you must have successfully completed your studies in the first cycle.

For further details

Apply to the student services of the Cegeps or universities, or to a reional branch of the ministère de l'Éducation, or to the

— **Ministère de l'Éducation**
Centre de renseignements
1035, rue De La Chevrotière
16e étage
Québec (Québec)
G1R 5A5
(418) 643-7095

Adult Education

You may have finished your studies some years ago, and you may think that you are no longer of an age to go to school. But for some while you may have been nursing the idea of taking a course or two. Have you considered adult education?

University: where research and lab work fill out all the theory.

Educational Activities: the choice is yours

There are two types of educational service, offered by the school boards, the Cegeps, the universities and certain private organizations.

Services for general and sociocultural education

These services are offered as full

If you are over the compulsory school age and have been out of the regular education system for at least a year, you can get into "adult ed".

or part-time general educational activities, educational activities for the general public, courses in a second language or help by the creation and support of community activities.

Educational services for vocational training

Whether you are employed or not, you can have access to educational services for vocational training. These are offered full or part-time, and also as training at the place of work.

Study at home

You can do this, thanks to courses offered by the Direction des cours par correspondance of the ministère de l'Éducation. A hundred general and vocational education courses are offered.

Admission

To be admitted to adult education courses you must have passed the age of compulsory schooling (16) and have left the regular educational system at least a year ago.

When you are admitted, your experience and your work or other activities will be taken into account to ensure that you meet the requirements regarding ability and readiness required for certain courses.

For further details

Apply to the adult education serices of the school boards and Cegeps, or to a regional branch of the ministère de l'Éducation, or to one of the two following addresses:

— **Direction des cours**
par correspondance
C.P. 1000
Succursale C
Montréal (Québec)
H2L 4K6
(514) 873-2210 (for the metropolitan region)
1-800-361-4886 (for the rest of Québec, toll-free)

— **Ministère de l'Éducation**
Centre de renseignements
1035, rue De La Chevrotière
16^e étage
Québec (Québec)
G1R 5A5
(418) 643-7095

Private Schools

As well as the public schools, run by the school boards, and the colleges offering general or vocational education, private establishments offer education from kindergarten to college.

Educational Activities

There are two types of private schools.

Private schools offering general courses

Private schools offering general courses must provide for the pupil either an official program of the ministère de l'Éducation, or a program judged to be equivalent and approved by the ministère.

Programs at secondary or college level must be such as will qualify the pupil for studies at the next higher level. Further, the teachers must be legally qualified and the school must enter its students for the official examinations at the end of their studies.

Private schools offering vocational training

Private schools offering vocational training must accept the same obligations as those offering general courses. It must also be borne in mind that schools offering vocational training at secondary or college level must offer all the courses found in the ministère's official program for the profession or trade covered by the school's permit.

Points to check

So as to be sure of obtaining your diploma, check the following points:

- that the school has a permit from the ministère de l'Éducation
- that it has all the authorizations needed if it is offering an official program or intensive courses

- that it does in fact enter its pupils for the official examinations
- that study at the school leads to an official diploma of the ministère de l'Éducation.

For further details

Apply to a regional branch of the ministère de l'Éducation or to the

— **Ministère de l'Éducation**
Direction générale de
l'enseignement privé
1035, rue De La Chevrotière
25e étage
Québec (Québec)
G1R 5A5
(418) 643-8156

Specialized Teaching Establishments

In Québec there are a number of establishments offering courses at college level, or sometimes at secondary or university level, coming under other departments than the ministère de l'Éducation.

Their addresses are:

— **Institut de tourisme et**
d'hôtellerie du Québec
401, rue de Rigaud
Montréal (Québec)
H2L 4P3
(514) 873-4163

— **Institut de technologie**
agricole
3230, rue Sicotte
Saint-Hyacinthe (Québec)
J2S 2M2
(514) 773-7401

— **Institut de technologie**
agricole
1, rue Poiré
La Pocatière (Québec)
G0R 1Z0
(418) 856-1110

The conservatories of music

These are found in the cities of Montréal, Québec, Trois-Rivières, Chicoutimi, Hull and Rimouski. See the telephone directory for your region.

Tuition Fees

Education is not always free.

Private schools and universities charge fees fixed by agreement with the ministère de l'Éducation. On the other hand, for kindergarten, elementary and secondary schools run by the school boards, education is free. This is also the case for courses at college level and for some adult education courses.

Financial aid: a way out

You may be in difficulty; you may not have the means to pay for your studies and you may be seriously thinking of giving them up. If you are proposing to take such a decision, perhaps you do not know that the gouvernement du Québec grants several forms of financial aid to those who wish to pursue their studies.

Financial Aid to Handicapped Persons

The ministère de l'Éducation grants special financial aid to handicapped persons who without such aid would be deprived by their handicap of the education to which they are entitled.

Financial Aid at Elementary and Secondary Levels

The aid granted covers the costs of studying incurred when the school board cannot offer the student the services required in his case.

Financial Aid at College and University Levels

The aid will be received through the program of grants to handicapped persons under the loans and scholarships scheme of the ministère de l'Éducation. The grant takes into account the problems caused by the handicap.

For further details

Apply to the school boards' Service à l'enfance en difficulté, to the colleges' and universities' Service d'aide financière aux étudiants, or to a regional branch of the ministère de l'Éducation, or to the

— **Ministère de l'Éducation**
Direction générale de l'aide financière aux étudiants
1035, rue De La Chevrotière
22^{e} étage
Québec (Québec)
G1R 5A5
(418) 643-3733

Aid at elementary and secondary levels

Perhaps you live in an area where the school board cannot provide for the daily transportation of your child. So he must be boarded out if he is to pursue his studies. You will ask if you have to pay the whole cost of this. No, because your child will receive financial help to cover part of the cost of transportation and lodging.

What if your child has to pursue his studies under a different school board, or in a private school, because his school board cannot offer him the particular courses that meet his needs? Then the school board is able to enter into an agreement with another school board or a private school to cover a part of the costs of transportation or lodging for your child.

You can obtain more information from the student services of your school board.

Aid at college and university levels: loans and scholarships

You wish to pursue your studies at a Cegep or university, but you think that this will cost a great deal. You are right, but perhaps you do not know that the ministère de l'Éducation can help you through its program of loans and scholarships.

After evaluating your expenses and your financial resources, it will fill the gap by making you an interest-free loan, guaranteed by the government, for the duration of your studies. If you need more than the maximum fixed for the loan, a grant will be made, to avoid your falling into debt.

For further details

Apply to the Service d'aide financière aux étudiants of a college or university or to a regional branch of the ministère de l'Éducation, or to the

— **Ministère de l'Éducation**
Direction générale de l'aide
financière aux étudiants
1035, rue De La Chevrotière
22e étage
Québec (Québec)
G1R 5A5
(418) 643-3750

Special Aid for Vocational Training at College Level

The government offers grants to encourage students to choose certain vocational courses at college level.

How to proceed

Just register officially for one of the courses included on a list drawn up in January of each year. That is all; there are no forms to fill out. No matter what the financial situation of yourself or your parents is, you will automatically receive a grant of $500 paid in two instalments.

For further information

Apply to those in charge of academic and vocational career information at your secondary school or Cegep, or to the guidance counsellors there, or to a regional branch of the ministère de l'Éducation, or to the

— **Ministère de l'Éducation**
Direction générale de l'aide
financière aux étudiants
1035, rue De La Chevrotière
22e étage
Québec (Québec)
G1R 5A5
(418) 643-3750

Aid for Higher Levels of Education (FCAC Funds*)

If you are thinking of continuing your university studies at the Master's or Doctoral level, you may be able to receive a grant for studies, research or advanced training.

Remember that your application must be submitted at the latest by the January 31 preceding the academic year for which the grant will be made.

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* FCAC (Formation de chercheurs et action concertée)

For information on all aspects of this program

Apply to the Service d'aide financiaire aux étudiants at your university, a regional branch of the ministère de l'Éducation, or to the

— **Fonds FCAC**
979, rue de Bourgogne
4^e^ étage
Sainte-Foy
Québec (Québec)
G1W 2L4
(418) 643-3862

Other Financial Aid

Other grants are awarded under a program organized by the Council of Ministers of Education (Canada) and administered by the provinces.

You are entitled to such a grant if you attend a college or university and wish to take a summer course in a second language. A student who has completed his fifth year of secondary education has the same right. Also, if you study at a university and want to be, or already are, a full or part-time second language instructor, you can obtain a grant.

For further information

Apply to a regional branch of the ministère de l'Éducation, or to the

— **Ministère de l'Éducation**
Direction générale de l'aide financière aux étudiants
1035, rue De La Chevrotière
17^e^ étage
Québec (Québec)
G1R 5A5
(418) 643-4633

Certification

Attestation of Studies and Equivalences

You may need an official transcript of your academic record, an attestation of studies completed, or equivalences.

Secondary level

Apply to the school that you attended, or the school board where you studied, or a regional branch of the ministère de l'Éducation, or to the

— **Ministère de l'Éducation**
Direction de l'évaluation pédagogique
1035, rue De La Chevrotière
10^e^ étage
Québec (Québec)
G1R 5A5
(418) 643-1761

College level

Apply to the college that you attended, or to the

— **Ministère de l'Éducation**
Direction générale de l'enseignement collégial
1035, rue De La Chevrotière
19^e^ étage
Québec (Québec)
G1R 5A5
(418) 643-7460

Courses for adults

If you have taken courses for adults, at secondary or college level, apply to the school, college or other institution where you took the courses or to the

You might often be asked for your certificates of study and your marks for employment or scholarship purposes. You can get them from the institution you attend, from your school board, or directly from the ministère de l'Éducation.

— **Ministère de l'Éducation**
Direction générale de
l'éducation aux adultes
Services de recherche
— développement et
reconnaissance
1035, rue De La Chevrotière
21ᵉ étage
Québec (Québec)
(418) 643-6212

For Immigrants

To be in a position to pursue his studies or obtain employment, an immigrant to Quebec must be able to obtain recognition for studies carried out in another country. He may apply to the ministère des Communautés culturelles et de l'Immigration, which will have his certificates and diplomas translated and will undertake an evaluation of his academic record. This service is accompanied by vocational guidance when needed.

To avail yourself of this service, apply to the

— **Ministère des Communautés**
culturelles et de l'Immigration
Division des équivalences
et de l'orientation
355, rue McGill
Montréal (Québec)
(514) 873-5647

Certification and Classification of Teachers

If you wish to obtain an official transcript of the record of your studies at a Québec teacher training college, or an attestation to the effect that you possess a teacher's certificate, apply to the

— **Ministère de l'Éducation**
Direction générale des
ressources humaines
955, Chemin Saint-Louis
Sillery (Québec)
G1S 4S4
(418) 643-8104

If you wish official recognition for studies in Québec or elsewhere, apply to the

— **Ministère de l'Éducation**
Direction générale des
ressources humaines
275, rue de l'Église
Québec (Québec)
G1K 6G7
(418) 643-3353

The same department can also issue official attestations of schooling in Québec or elsewhere at any level.

Information services to the public

You may not have found the answers to all your questions.

It is impossible to describe all the services offered by educational institutions. If you want information on transportation for students, day care, guidance services, welcoming services for foreign students, etc., get in touch with the ministère de l'Éducation either at its headquarters:

— **Ministère de l'Éducation**
Centre de renseignements
1035, rue De La Chevrotière
16e étage
Québec (Québec)
G1R 5A5
(418) 643-7095

or at the information service of any of the twelve regional branches:

— ***Abitibi-Témiscamingue***
180, boul. Rideau, 3e étage
Noranda, Témiscamingue
(Québec) J9X 1N9
(819) 764 3257

— ***Bas-Saint-Laurent-Gaspésie***
337, rue Moreault, 2e étage
Rimouski (Québec)
G5L 1P4
(418) 722-3600

— ***Côte-Nord***
625, boul. Laflèche, bureau 347
Hauterive, Saguenay
(Québec) G5C 1C5
(418) 589-5748

106, rue Napoléon, 1er étage
Sept-Îles, Duplessis
(Québec) G4R 3L7
(418) 968-6420

— ***Estrie***
740, rue Galt Ouest
2e étage, bureau 201
Sherbrooke (Québec)
J1H 1Z3
(819) 565-0667

— ***Laval-Laurentides-Lanaudière***
206, boul. Labelle
Sainte-Thérèse, Terrebonne
(Québec) J7E 2X7
(514) 430-9000

— ***Longueuil***
201, place Charles-Lemoyne,
Édifice Montval, 6e étage
Longueuil (Québec)
J4K 2T5
(514) 873-2132

— ***Montréal***
600, rue Fullum, 8e étage
Montréal (Québec)
H2K 4L1
(514) 873-4630

— ***Outaouais***
170, rue Hôtel-de-Ville
4e étage
Hull (Québec)
J8X 4C2
(819) 771-0594

— ***Québec City***
1020, route de l'Église
3e étage
Sainte-Foy (Québec)
G1V 3V9
(418) 643-1857

— ***Saguenay-Lac-Saint-Jean***
3050, boul. Harvey, 2e étage
Jonquière (Québec)
G7X 8L6
(418) 547-9326

— ***Trois-Rivières***
100, rue Laviolette, 2e étage
Trois-Rivières (Québec)
G9A 5S9
(819) 376-3711

Services offered by other departments

Study Periods in France Offered by the Office franco-québécois pour la jeunesse (OFQJ)

If you are between 18 and 35 years old, and would like to see another country and meet its people, you should know that the Office franco-québécois pour la jeunesse (OFQJ) can help you make this dream come true. This organization provides study periods of two or three weeks in France for up to 1 400 young people per year.

What to do

If the idea interests you, prepare a proposal for a study period bearing on economic, cultural or social areas and send it to the OFQJ before the end of September, for a study period the following spring or summer, or before mid-January for a study period in the autumn.

You may choose between study periods for one person, for a small group of two to six persons, or for a large group of up to 21 persons.

People proposing to be part of a small group must recruit the other members themselves; for large groups, the OFQJ comes to an arrangement with people applying for study periods to carry out the recruitment. The lists of study periods needing recruits are published in December and March in the journal Stagiaire (available free of charge).

There is another way of taking part in a study period: read the Stagiaire and join a group that is being formed.

Age Requirements

You must be between 18 and 35 years old; however, the person making the proposal for the study period may be older than this.

Other services of the OFQJ

Among the other services offered by the OFQJ we should note: work visas in France, up to 100 per year, available to people between the ages of 18 and 30 years, who have a work contract for six to twelve months; the Centre de documentation et d'information open by appointment but also offering telephone consultation for people living outside the Montréal metropolitan region; welcoming suppers, through which the people of Québec can offer hospitality to French students during their stay in Québec; help in editing project reports; and follow-ups of study periods and exchanges.

The offices of Communication-Québec carry stocks of the free publications of the OFQJ and application forms for presenting project proposals.

For further information apply to the

— **Office franco-québécois**
pour la jeunesse
1214, rue de la Montagne
Montréal (Québec)
H3G 1Z1
(514) 873-4255

Foreign Programs of Advanced Studies

The aim of these programs is to allow Quebecers working in various sectors to "change places" with their foreign colleagues and to profit from their experience. They are made possible by agreements between Québec and various governments; they are administered for Québec by the ministère des Affaires intergouvernementales in cooperation with the departments for the sectors concerned. If you want a free list of the existing programs, apply to the

— **Ministère des Affaires**
intergouvernementales
Direction des
Communications
1225, place Georges V
1er étage
Québec (Québec)
G1R 4Z7
(418) 643-3044

French Courses for Immigrants

French courses for immigrants are organized by the Centre d'orientation et de formation des immigrants (COFI) which also has the task of introducing them to Québec life. These courses last six hours per day, five days a week, for a maximum of 30 weeks. COFI also offer part-time courses of varying duration, taking two or three evenings per week, as well as intensive day courses. Finally, there are what are called "made-to-measure" courses; these are offered to any group of 20 persons who ask for one; the group itself chooses the times at which the courses will be given, as well as the place.

As can be seen, there is no lack of choice of types of course. It's up to you!

Where are COFI to be Found?

In Montréal there are five COFI; there is one in Québec City, one in Sherbrooke and one in Hull. To find the address of the COFI for your area, look up COMMUNAUTÉS CULTURELLES ET IMMIGRATION in the blue pages of your telephone directory.

If you live in a town that has no COFI, apply to Communication-Québec.

For further details apply to the

— **Ministère des Communautés culturelles et de l'Immigration**
Direction de la formation
355, rue McGill
Montréal (Québec)
H2Y 2E8
(514) 873 5636

PUBLICATIONS

Code	Title	Price
3848-9	Analphabétisme et alphabétisation au Québec 1978, 222 p., 26 cm	$4.75
4170-7	Students Loans and Scholarships Act R.S.Q. 1977, c. P-21, 40 p., 24 cm	$0.50
2982-7	Problèmes de droit d'auteur en éducation 1977, 247 p., bibl., 21 cm	$5.00
3401-7	La science et le pouvoir au Québec (1920-1965) 1978, XXIII-126 p., 20 cm	$3.50
10413-3	Organiser un service alimentaire à la garderie 1981, 52p., tabl.; 27 cm	$2.50
	Cours de comptabilité par correspondance	
	Les options en éducation	

Chapter 3

Health Services and Social Services

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Health Services

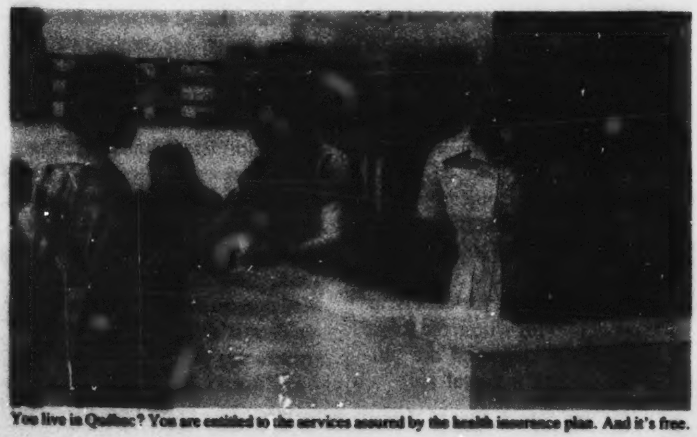
Health Insurance (for all Quebecers)

Québec's health insurance plan is administered by the Régie de l'assurance-maladie du Québec. Every person who lives in Québec may avail himself of the services insured by this plan.

Insured Services

The following services are insured by the health insurance plan:

— medical and surgical services;
oral surgery services received in Québec in a hospital centre or a university establishment determined by regulation;
eyesight examinations made by an optometrist;
— dental care for all children under 16 (although the nature of the service insured depends on the age category to which the beneficiary belongs: 0 to 11 years, 12 years; 13 to 15 years);
— principal dental care and acrylic dental prostheses for social aid recipients;
— most drugs* for persons over 65 and for social aid recipients;
— most drugs* for persons aged 60 to 65 who receive a spouse's allowance under the Old Age Security Act and who, but for that allowance, would be receiving social aid;



You live in Québec? You are entitled to the services assured by the health insurance plan. And it's free.

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* Names of insured drugs are found in the drug list published by the Régie.

- prostheses, orthopedic appliances and their accessories, and wheelchairs and other accessories determined by regulation for the permanently handicapped;
- for any woman who has undergone a total or a radical mastectomy, two forms for each breast, every two years. The Régie refunds up to $50 of the cost of each form;
- the purchase cost of an ocular prosthesis ($200 per five-year period) when an eye has been enucleated or eviscerated, or the conjunctiva has been recovered. This amount also includes the cost of adjusting an artificial eye. Maintenance and repair costs ($15 a year);
- annual compensation of $300 per procedure for each resident of Québec who has undergone a permanent colostomy, ileostomy or urostomy (treatments to the digestive system); for social aid recipients, a supplement to the compensation covering all costs incurred by their condition, provided vouchers are filed;
- visual aids determined by regulation, and the cost of buying a seeing-eye dog ($160 per year) for disabled persons 35 years of age or under, and for beneficiaries over 35 for whom the Régie has already defrayed the purchase cost of a visual aid;
- white canes and the cost of keeping a seeing-eye dog ($250 per year) regardless of the age of the disabled person;
- hearing aids determined by regulation for persons 35 years of age or under whose hearing is impaired, social aid recipients 36 years of age or over, and persons 36 years of age or over whose hearing is impaired and have already received benefits under the program.

Uninsured Services

Some services are not insured. These are:

- all types of psychoanalysis, unless this service is received in an institution authorized by the ministère des Affaires sociales;
- acupuncture;
- visits made solely to have a prescription renewed;
- glasses and contact lenses;
- certain dental services for children, such as;
- for children from 13 to 15 years of age inclusive, endodontia, restoration, and extraction of teeth or roots; these services, however, are insured for children of social aid recipients, although canal treatment on permanent teeth is not;
- for children from 0 to 11 years of age, preventive treatment in a dentist's office; preventive services are provided for all these children, however, through

community health departments (DSCs) and local community service centres (CLSCs). These preventive services are available in schools, day-care centres, vaccination clinics and the like;

— for children under 16, cleaning of teeth, dental prostheses and straightening of teeth by braces;

— medical examinations and services not related to curing or preventing disease, such as:

— services provided for purely esthetic purposes;

— examinations, expert opinions, testimony, certificates or other formalities required for legal purposes;

— examinations required for obtaining a driver's licence, a passport, a visa, an insurance policy or a job, and examinations required on the job;

— consultations by telecommunication or correspondence;

— examinations, vaccinations, immunizations and injections for groups of persons (unless the health professional involved has been previously authorized in writing by the Régie) or which are required by educational establishments, summer camps, associations or organizations;

— services rendered by a professional to his spouse or children;

— injections of sclerotic substances in telangiectasia, arteriovenous brushes and varicose veins of the lower limbs;

— services provided by a professional to the employees of a firm or organization, or to members of an association, on the basis of an agreement or a contract signed with their employer or with the association;

— thermography and mammography for diagnostic purposes;

— *in vivo* use of radionuclides; ultra-sound treatment.

Registration

As a resident of Québec, you must be registered with the Régie de l'assurance-maladie. Nothing could be easier. All you need do is fill out the form entitled "Registration — Notice of Change". You will find copies of this form in most drugstores, health professionals' offices, hospital outpatient departments and community service centres. You can also get a copy from the Régie.

The "Medicare" card. Carry it. Shortly after you register, you will receive your health insurance card. You must present this card whenever you receive services insured under the plan; otherwise you will have to pay cash, then apply for a refund.

Your card, however, will not be required if:

— you request services for a baby under one year old;

- you are over 14 years of age but under 18, and are receiving services without your parents' authorization;
- your condition requires emergency treatment;
- you live in a reception centre or a hospital centre, to receive extended care.

Updating your record

If any information in your file must be rectified following a change of address, birth, adoption, marriage or legal separation, divorce, death or temporary or permanent departure from Québec, or an error or change of identity, send the new information to the Régie. To do so, use the same form you used for registration.

Additional Information

If you want to know more, there are folders and pamphlets available on the various programs of services covered by the health insurance plan. You can pick them up at most drugstores, health professionals' offices, hospital outpatient departments, and local community service centres (CLSC).

For any other information, contact the

— **Régie de l'assurance-maladie du Québec**
Correspondance des bénéficiaires
Case postale 6600
Québec (Québec)
G1K 7T3

or telephone

(418) 643-3445 (Québec City)
(514) 256-2611 (Montréal)
1-800-463-4881 (anywhere else in Québec, toll-free)

Hospital Insurance

Are you Entitled to It?

Yes — provided you live in Québec and have a health insurance card.

Insured Services

The following services provided in Québec's hospitals are insured:

- nursing care;
- diagnostic services such as laboratory tests and X-rays, including diagnostic tests using isotopes, electroencephalograms, electrocardiograms, etc.;
- prostheses and orthopedic appliances which can be incorporated into the human body, such as pacemakers and steel plates;
- medication and other preparations prescribed by a physician and administered to a patient while he is in hospital;
- the use of operating rooms, delivery rooms and anesthetic equipment, with the necessary appliances and material;
- the provision of surgical material;

- the use of radiotherapy equipment;
- the use of physiotherapy equipment;
- services rendered by the hospital staff.

Note that accommodation in a room, and meals, are also insured services. If a patient prefers a private or a semi-private room, he will have to pay a supplement.

Uninsured Services

- A supplement for a two-bed or one-bed room, when the patient requests such a room;
- transportation by ambulance or by any other vehicle; this exception applies only to persons under 65 years of age whose condition requires that they be conveyed by ambulance from their residence or from some public place other than the place of the accident;
- any medication a patient takes with him when he is discharged from the hospital;
- telephone calls, telegrams, material damage, and so on;

Operation time? Relax. Health insurance is footing the bill.

- hospitalization not prescribed by a medical practitioner — for checkups or esthetic surgery, for example;
- remuneration for private nursing care requested by the patient himself.

Insured Outpatient Services

The following outpatient services are insured:

- emergency care;
- minor surgery (such surgical acts as removal of stitches, tonsillectomy, excision of small tumours such as warts or cysts, removal of foreign bodies, treatment of fractures, application and removal of plaster casts, and so on);
- diagnostic services such as laboratory tests and X-rays, including diagnostic tests using isotopes, electroencephalograms and electrocardiograms; and any other diagnostic test or procedure which can be carried out in an outpatient department;
- physiotherapy, occupational therapy and inhalation therapy services;
- audiology and speech therapy services (for hearing and speech defects);
- orthoptic services (for visual defects);
- radiotherapy, including cobalt therapy, radium therapy and others;
- day and night clinical psychiatric care;
- electric shock treatment, insulin therapy and behaviour therapy;
- any service or examination which workers living in Québec must undergo with a view to obtaining employment, or while on the job, or any service or examination requested by an employer or his representative, provided the examination or service is required by a Québec statute other than the Collective Agreement Decrees Act.

Uninsured Outpatient Services

The following outpatient services are not covered by hospital insurance:

- esthetic surgery not prescribed as necessary by a medical practitioner;
- health checkups;
- examinations required by insurance companies;
- some injections, including influenza vaccinations and injections for treatment of varicose veins;
- prostheses and orthopedic appliances not incorporated into the human body (glasses, dentures, hairpieces, etc.).

Health Insurance and Hospital Insurance Outside Québec

As you plan that long-awaited trip abroad, some disturbing thoughts cross your mind: what happens if I get sick? Am I covered by health insurance and hospital insurance? Will I be treated the same as I would be at home?

Relax and keep planning. You're a resident of Québec, aren't you? Then you are covered by both the hospital insurance plan and the health insurance plan. It's the way in which the plans are applied that can vary from one province, or one country, to another.

Just remember to

Keep all your medical certificates, prescriptions, and other vouchers. You will need them when you return.

In Canada

If you are admitted to hospital, or treated in an emergency room or an outpatient department in another Canadian province, the Régie de l'assurance-maladie will refund the hospital the cost of the professional and hospital services you receive.

Outside Canada

You've been in Mexico for a while, but for the past three days you've been out of sorts. Finally, you consult a physician, who sets things right. But what about his fees?

In this case, as whenever professional services are rendered outside Canada, the Régie de l'assurance-maladie will refund an amount equal to or less than that paid for the same services in Québec.

Or suppose you're driving through the French countryside and have an accident. You are rushed to the nearest hospital. Do you have to pay for the services you receive?

No. Only in emergency cases (like heart attacks) does the Régie refund the cost of hospital services rendered outside Canada. Yours was an emergency case, so the Régie will pay the cost of those hospital services up to $700 plus 50% of anything in excess of that amount.

Services not provided in Québec

When services not provided in Québec are provided abroad, the Régie pays the full cost of those services, provided they have been previously authorized by the ministère des Affaires sociales.

A suggestion

If you are planning a trip outside Canada and want to make sure you are refunded the cost of hospital and professional services not covered by Québec's plans, take out additional insurance with a private company.

Refunds

If you receive services outside Québec, you must pay for them yourself when you receive them. Once back home, ask the Régie for its "Application for Reimbursement" form. And do not forget those vouchers!

Take your health insurance card with you.

A great many health professionals in the other provinces deal directly with the Régie, as do several hospitals outside Canada. That being the case, it could be that all you will need do is show your card — just like back home.

Have a good trip! And remember your health insurance card. It can be just as useful abroad as at home.

Other Health Services

There are various other health services available in Québec as well. Most of these are provided by local community service centres (CLSCs) or by general hospitals which have a community health department (DSCs). You must know these services.

CLSC/DSC — What's the Difference?

Services Provided by CLSCs

A local community service centre (CLSC) is a medico-social establishment which exists both to prevent and to cure. Each has a staff of specialists in a number of fields: physicians, nurses, social workers, group leaders, and so on. This staff can provide various services.

CLSCs serve their users by providing medical clinics, home services and community services. Their programs are as varied as the places where they are established. If ever a CLSC cannot meet your special need, it will refer you to an establishment which can.

To learn the name of the centre nearest you, look under "Centre local de services communautaires".

Services Provided by DSCs

Community health departments (DSCs) are attached to general hospitals. They are concerned mainly with prevention of disease and improvement of public health in their respective areas.

Some of their duties include:

- investigating epidemics;
- watching and preventing infectious diseases;
- immunizing children;
- providing health services in schools;
- occupational health;
- family health: pre- and postnatal courses, etc.;
- responsibility for emergency and outpatient services in their respective hospitals.

Services during Pregnancy and Delivery

If you are pregnant, and want to take courses to prepare for the great event, you can do so without having to pay a cent.

Apply to your local community service centre or your regional community health department. Both these establishments offer pre- and postnatal courses — both for you and for the father-to-be — and they're free.

You probably intend to give birth in the hospital. Who, you wonder, will foot the bill? The Régie de l'assurance-maladie will pay for your

Local community service centres are helping the elderly to live at home, independently and in good health.

medical care and hospitalization expenses.

After you and your baby are discharged from hospital, remember to have him (or her) immunized against infectious diseases. For this, apply to your regional DSC.

Information

If you need any other information, consult your physician, your regional community health department or your local community service centre.

Good health is not handed out. Have your children immunized.

School Health Services

The community health departments and local community service centres provide a school health program in all schools, for all levels, from kindergarten through elementary and secondary to college.

Your child can surely benefit from this program; it includes health education in such matters as diet, dental care, safety, sex and drugs. The program also makes possible early detection of certain defects or handicaps in children, such as impaired hearing or eyesight.

Ambulance Services

No, you do not always have to pay!

The Régie de l'assurance-automobile du Québec refunds ambulance costs incurred by highway accident victims.

If a patient must be carried by ambulance from one establishment to another for diagnosis or specialized treatment, or if that patient is a newborn or a pregnant woman, the establishments pay the cost.

If you are 65 years of age or older or receive social aid benefits, you need not pay anything for transport by ambulance.

But remember: if the ambulance transport costs are to be refunded by the establishment, your physician, or the physician who attends you when you arrive at the establishment, must certify that the state of your health justified your being carried by ambulance.

If you need an ambulance service's telephone number quickly, see your telephone directory, under "Ambulance service".

Social Services

Social Service Centres (CSSs)

- She is sixteen, single and pregnant; she needs help.
- He is an immigrant, and having problems adapting.
- This 2-year-old child has no father, and his mother is sick. No one in the family can take care of him.

Persons like these can be helped by the social service centres. These centres exist to provide help and support for the most vulnerable; their top concern is for the elderly, the disabled, children, adolescents, and families coping with social and psychological problems.

For information

Again, refer to your telephone directory. You will find the address and telephone number of your regional CSS under the heading "Centre de services sociaux".

Services Provided by the Social Service Centres

Services to Immigrants

If you know an immigrant in need of advice on a social level or of some emergency cash, advise him to contact the

— **Division des services sociaux**
Ministère des Communautés culturelles et de l'Immigration
355, rue McGill
Montréal (Québec)
H2Y 2E8
(514) 873-7786

He can also contact the nearest social service centre.

These centres have people on their staff who will help your friend to integrate into his new environment, and provide him with some emergency services.

These two addresses might prove useful:

— **Centre de services sociaux**
du Montréal métropolitain
874, rue Sherbrooke Est
Montréal (Québec)
H2L 1K9
(514) 526-9211

— **Centre de services sociaux
de Québec
Services sociaux aux
immigrants
175, Grande-Allée Est
Québec (Québec)
G1R 2L1
(418) 524-4982**

Agreements on social security

Something worth knowing is that Québec has signed reciprocal agreements with France, Italy and Portugal in matters of social security.

The agreements with Italy and Portugal bear solely on annuities. The agreement with France bears on annuities as well, but also on health insurance, hospital insurance, maternity allowances, social allowances and work accident indemnities.

To know more, contact the

— **Secrétariat de l'administration
des ententes de sécurité sociale
355, rue McGill
Montréal (Québec)
H2Y 2E8
(514) 873-5030**

Social Emergencies

Every CSS is available 24 hours a day, 7 days a week, to deal with emergency cases. Call the appropriate number:

**In Montréal: (514) 527-7211
In Québec City: (418) 687-5540
Elsewhere: 1-800-463-4835
(toll-free)**

Adoption

Each social service centre has an adoption service which draws up a list of children put up for adoption, and tries to find suitable homes for these children (see Chapter 1).

Placing Children

Children whose families are incapable of meeting their needs are placed in foster homes or reception centres by social service centres.

Youth Protection

Each social service centre has its director of youth protection. When cases are referred to him of children in difficulty, he must look into each case.

If ever you have reason to believe that a young person has been ill-treated or has committed a crime, you must bring the fact to the attention of the director of youth protection (see Chapter 1).

Services for Adults and for the Elderly

Social service centres frequently come to the assistance of elderly people by helping them live autonomously at home. Once, these people's health will no longer permit this, however, a centre can help them gain admission to a foster home or a home for the elderly.

But the CSSs do not only help the elderly; in fact they can assist anyone who is having trouble coping with a difficult situation.

Other Services

Life with your partner has become a shambles, and you are thinking seriously about separation or divorce. The problems pile up. Your social service centre can help you find solutions.

If you know an unwed mother with difficulties, do not hesitate to refer her to a social service centre. The people there can be of assistance.

Reception Centres: "I've heard of those"

These establishments receive people who, because of their age or of physical, mental, psychological or family problems, must be cared for and kept in a protected situation (a physically or mentally handicapped person undergoing treatment, for instance, or an elderly person who can no longer keep house).

Reception centres include home care centres, rehabilitation centres and transition centres.

Each of these centres is a specialized establishment which provides services for a very specific group of people.

To know more about reception centres, contact your regional social service centre; there you will find the information you want and, if necessary, you will be guided to the appropriate centre.

Services for the Disabled

Are you disabled? Is someone in your family disabled? Whether the disability is physical or mental, a number of services are available in Québec.

One of these is the rehabilitation centres. Contact your nearest social service centre or your local community service centre. There you will learn all you need know about these centres.

The disabled will need more and more consideration in everyday life.

Remember: the Régie de l'assurance-maladie pays for the purchase, adjustment, replacement and repair of various appliances.

Québec has its Office des personnes handicapées. This organization watches over the coordination of services provided to disabled people and encourages their occupational, social and school integration.

Its address is the following:

— **Office des personnes
handicapées du Québec
309, rue Brock
Drummondville (Québec)
J2B 1C5
1-800-567-1965**

Services for the Elderly

Homes for the Elderly

Mrs. Jones is 72 years old, and lives alone at home. For some time, though, because of her health, she has been wanting to live somewhere else. Who will take her in?

Mrs. Jones can make use of her regional social service centre to apply for admission to a home for the elderly. This home will be able to feed and shelter her, and she will also have the services of a physician and a nurse.

Who will pay the costs?

If Mrs. Jones decides to live in a private home, she will pay all the costs involved. On the other hand, if she decides in favour of a public home, she will still have to pay part of the cost, but only in proportion to what she is earning. The ministère des Affaires sociales will pay for the rest.

Day Centres

If Mrs. Jones chooses to live at home, she can take advantage of the day centre services provided by a number of homes. In this way, while staying in her own house, she can receive all the services provided by homes for the elderly.

Other Services for the Elderly

Home Care Services

Jenny is disabled, but does not want to hear about a reception centre. She is sure she can live at home, with a little help.

With home care services, Jenny will surely have her wish. She can receive all the medical treatment and nursing care she needs, household help services, and other social services which will provide her with everything she needs.

Even though this sort of assistance is most frequently intended for the elderly, Jenny and other disabled or chronically ill persons, or families with problems, may also use it. In providing services, priority is given to people who cannot get to an establishment providing health services or social services, particularly the low wage earners.

Where do I apply?

If you require home care services, simply contact your local community service centre or, if there is none, your regional social service centre or hospital.

Volunteer Organizations

The area of health and social services is full of volunteer organizations. If you want to know which they are, contact your local volunteer centre or community service centre.

Foster Families

A foster family can receive up to nine people. Each family is recognized and certified by a social service centre, so the quality of the services and premises is assured.

If you opt for this solution, your regional CSS will find you a foster family with whom you will feel at home.

Pavilions

A pavilion is an annex to a reception centre. Pavilions can accommodate between 10 and 29 people. In addition to providing residence facilities, they make certain services available, in cooperation with the reception centres. These services include periodic medical examinations, nursing care and assistance, recreational activities, and so on.

Pavilions are inspected at regular intervals by the ministère de l'Habitation et de la Protection du consommateur and the ministère des Affaires sociales which certifies them.

Hospital Accommodation

Chronic patients whose condition is unstable and who require constant, and often extended, medical care, can live in a hospital.

Cost of services

If you are living in a hospital providing extended care, or in a reception centre, that hospital or centre must give you all the care you need, regardless of your financial reources. Most of the expenses are paid by the ministère des Affaires sociales.

You will, however, have to pay out a certain amount: roughly what it would cost you to stay at home. You will receive an allowance to cover your personal expenses.

To learn more about this financial contribution, contact the regional social aid office.

Child Care Services

If you are planning to send your children to a day — care centre, you probably have some questions about these centres.

There is in Québec an Office des services de garde à l'enfance. This organization exists to determine needs with regard to care services, and to organize, develop and support existing services or those being established.

This Office also lays down conditions for obtaining a permit, determines the conditions on which grants will be paid to day-care centres, and determines how much of the cost will be deducted from the financial contribution made by parents.

When it comes to day-care centres, your child deserves the best. The Office des services de garde à l'enfance knows this, and has prepared a list of all its resources.

The Office submits a report on its activities each year to the Minister Responsible for the Status of Women, Pauline Marois, who tables it in the National Assembly.

Do you have any complaints?

They can be made in writing to the general secretary of the Office des services de garde à l'enfance.

Information

The Office makes information on day-care services available to the public. If you would like some, contact the

— **Office des services de**
garde à l'enfance
201, Place Charles-Lemoyne
3ᵉ étage
Longueuil (Québec)
J4K 2T5

or dial one of the following numbers:

670-0920 (Montréal
1-800-361-7060 (elsewhere in Québec, toll-free)

Complaints about Health Services and Social Services

If the health services or social services in your region leave something to be desired, you may lodge a complaint with:

- the establishment where you received those services;

—your regional health and social service council (CRSSS). This council is empowered to answer complaints from users of health establishments and social service establishments in your territory. The number is in the phone book;

—the Commission des affaires sociales.

The Commission des affaires sociales is an administrative tribunal, and receives all complaints from people using the social affairs system who are not satisfied with a decision made respecting them under the legislation respecting health services and social services, public health protection, health insurance, protection of mental patients, social aid, automobile insurance, the Québec Pension Plan, and occupational health and safety.

Additional information

For further information on complaints, contact either of the following two establishments:

— **Commission des**
affaires sociales
1020, route de l'Église
2ᵉ étage
Sainte-Foy (Québec)
G1V 3V9
(418) 643-3400

— **Commission des**
affaires sociales
440, boul. Dorchester ouest
Montréal (Québec)
H2Z 1V7
(514) 873-5643

Publications

Code	Title	Price
5261-3	Act respecting the protection of persons and property in the event of disaster 1979, 11 p., 24 cm	$0.70
3792-9	La prévention en santé mentale auprès d'enfants et d'adolescents 1978, 460 p., 28 cm	$7.00
	Répertoire des établissements de santé et de services sociaux	

Chapter 4

Labour

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103 **Occupational Health and Safety plan**
104 **Commission de la santé et de la sécurité du travail**
105 **Prevention**
105 Equal Participation of Workers and Employers
105 Means of Prevention
108 Right to Appeal Decisions Respecting Prevention
108 **Inspection**
108 Inspection Services
108 Inspectors' Powers and Obligations

109 Protection of Workers
109 **Services for Accident Victims (Compensation)**
109 Beneficiaries
109 Notice of a Work-Related Accident
109 The Worker's Choice of Doctor
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114 **Publications**

The Labour Market in Québec

Travail-Québec Centres

Two people go into a Travail-Québec centre and speak to the first civil servant they see:

— "I beg your pardon, I'm looking for the manpower centre that used to be here three years ago."

— "I'm looking for the social aid office. This is the address I was told to come to, but ..."

— "You've both come to the right place."

— "What? But this is a Travail-Québec centre!"

— "Why were we told to come here?"

— "Well, the Travail-Québec centre replaces the manpower centre and the social aid office. It now provides both services. May I help you?"

This is the case in most Travail-Québec centres, although not in all of them, as the combined services are not all offered in the same location.

There are 112 Travail-Québec centres situated throughout Québec, which make up the vast Travail-Québec network, under the authority of the ministère de la Main-d'oeuvre et de la Sécurité du revenu. They have resulted from the amalgamation of manpower centres and social aid offices.

The purpose of these centres is to facilitate access to the labour market for anyone who is able to work, and to ensure that those who are unable to do so obtain a basic income.

One of the areas of action of the Travail-Québec centres is the labour market, which will be discussed in this chapter. The question of income security (and especially of social aid) will be discussed later.

It must not be thought that the sole purpose of Travail-Québec centres is to provide a good job placement service. They have numerous objectives: protecting existing jobs; facilitating the individual's access to a job, and his maintenance and development once employed; and helping businesses to recruit, adapt and train manpower. The services offered by Travail-Québec centres are also numerous, and are intended for those seeking employment, and for workers and employers.

To contact the Travail-Québec centre nearest you, consult the telephone directory or a Communication-Québec office.

Job Creation

The gouvernement du Québec has implemented five job-creation programs in order to improve the employment situation.

Who benefits from them? Québec workers, and employers interested in pooling their efforts with the Québec government in order to create jobs.

This aid to workers is designed to enable them to find work; it is also a form of aid to employers so that they alone do not assume costs.

You might be interested in one or a number of these programs.

Employment voucher (bon d'emploi)

This program is intended for those under 25 who hold a vocational diploma.

It enables such people to acquire practical work experience, which should make finding permanent employment easier.

What does the program entail?

The government grants the young graduate a voucher for $3 000, which the latter uses as an incentive to an employer to offer him or her a job lasting for at least 20 weeks.

The employer who hires the graduate is guaranteed a rebate of 75% of the wages paid to the worker, up to a maximum of $3 000, provided the job lasts 20 weeks. The employer will receive an additional sum of $500 if he keeps the graduate in his employ for at least eight more weeks.

Experimental community job creation program (PECEC)

Through this program, the government wishes to encourage promoters by enabling them to establish or expand a viable, durable business.

Permanent jobs created by this program are mainly intended for the unemployed. Please note that

After studies comes the job hunt: sometimes successful, sometimes... If you're under 25 and have a diploma of vocational studies, an employment bonus can come in handy.

you must be registered at a Travail-Québec centre to be eligible.

What does the community job creation program entail?

A small firm wishes to establish itself or expand. If it is ascertained that the company can create permanent jobs for the unemployed and if prospects for it to become self-financing after two years are good, it is eligible to receive a grant under the community job creation program.

Need further information?

Contact any regional bureau of the Office de planification et de développement du Québec (see Chapter 13, page 00, for this organization's address and further information about PECEC).

Chantier-Québec

This program is intended for the unemployed registered at Travail-Québec centres and seeking employment. It enables them to maintain and develop their professional skills, thereby ensuring that they will be able to enter, or re-enter, the labour market permanently.

What does the program entail?

Under this program, Québec businesses and municipalities can receive a grant with respect to the execution of a project of limited duration, which will be useful to a community. For example, this might include a project respecting the inventory and protection of our heritage, the production of educational programs for community radio, the grooming of nature interpretation trails, or the establishment of a documentation centre.

The grant

The grant must be used to pay the salaries of those participating in the project. Such salaries must be comparable to those paid to people in the region who are doing the same sort of work.

In certain instances, it can also be used to cover part of capital and administrative costs.

Back to work program (PRET)

The purpose of this program is to help the unemployed re-enter the labour market and find permanent employment.

What does the back to work program entail?

The government offers a grant to businesses, corporations and agencies which create new permanent jobs.

These jobs must be year-round (generally, more than nine months a year) or seasonal (between six and nine months a year). The work week for such jobs must be at least 30 hours.

The grant

The grant may cover as much as 50% of gross wages paid, up to an annual maximum of $8 500 for any job created under the program.

It is valid for a minimum of 26 weeks and a maximum of 52 weeks for each job created.

Temporary job creation program (PCET)

This program has been established for those who are particularly disadvantaged and have been unemployed for some time, and is designed to enable such people to maintain and develop their professional skills. At the same time, it guarantees them an income. The job lasts for 20 weeks.

The program is intended for Québec government departments and agencies.

Need further information?

For further information on job creation programs, visit or phone the nearest Travail-Québec centre.

Vocational Training

If you are already employed but wish to further your training or specialize, or if you are unemployed and want to acquire basic knowledge in a particular trade, then the information that follows can be of interest to you.

The goal of the vocational training program is to give Quebecers the means and the tools to acquire the training which will enable them to enter the labour market, adapt to it, and face technological and industrial changes.

The program is covered by an agreement signed by Québec and Ottawa in October 1982, which is valid until March 1985.

The ministère de la Main-d'oeuvre et de la Sécurité du revenu du Québec has established a Commission de formation professionnelle de la main-d'oeuvre in each of Québec's administrative regions. The commissions are made up of representatives of employers and workers in the industrial sectors particular to each region. They participate in elaborating and administering the vocational training program specific to their milieu.

Specialized skills in demand

We are indeed living in a strange age! Although unemployment is rife, there is a shortage of … skilled manpower. Many firms are unable to find the qualified staff they need in Québec. Making good these shortages and providing specialized manpower are matters of some urgency.

The ministère de la Main-d'oeuvre et de la Sécurité du revenu has identified the skilled trades in which there are shortages and designated them as occupations of national importance. Such occupations are found particularly in the electronics, engineering, data processing and aeronautical sectors, among others. For a complete list of specialized skills in demand and the main sectors affected, contact the Commission de formation professionnelle in your area, or a Travail-Québec centre.

Training

Wherever possible, training programs designed to prevent manpower shortages are given full time in school workshops or in businesses. In the case of regulated trades, training is provided under apprenticeship schemes, mainly by employers.

Eligibility

Anyone already working for a company in which the need for specialization has been noted.

Workers wishing to change their trade or occupation.

Anyone who is unemployed and is looking for work.

Individual further training

"The trade I learned ten years ago was a lot simpler. Everything has changed, and I'm afraid of not keeping up with the times."

Programs related to individual further training are designed for you and may help you to bring your skills up to date and adapt to technological changes.

Training

These programs are carried out in school workshops or in businesses. Training may be conducted full time, part time or in brief, intensive sessions, depending on the knowledge the trainees must acquire and the time they have available.

Eligibility

If you are a skilled or semi-skilled worker who must adapt shortly to technological changes, are about to be fired because of radical technological changes or are temporarily unemployed, you are eligible for this type of program.

Basic general training

Further training programs are not just designed for specialized staff. There is a program for those who do not have basic general training or sufficient vocational skills, and for those who are unable to find a good job because they have been away from the labour market too long or are physically handicapped among other things. The program offers basic general training and initiation to the job market, or more specialized training courses, covering jobs of average or high complexity.

Training

Basic general training is given full time in school workshops, alternating with periods of on-the-job training in companies.

More specialized training is offered full or part time in schools or in the work place for short periods.

Eligibility

Anyone disadvantaged with respect to training — especially young people, women, the handicapped, the Native peoples, social aid recipients, and prison inmates or former inmates — is eligible for these courses.

Company management

Everyone acknowledges the importance of small and medium-sized businesses. In recent years, they have been largely responsible for creating jobs.

The heads of such firms must face problems related to growth and management and develop their ability to innovate. A technical training and management program designed to develop their creativity has been set up.

Training

Training is given in the form of part-time courses, symposia, seminars, or brief intensive sessions.

Eligibility

Directors of small and medium-sized businesses and farmers are eligible for these courses.

Language training in French

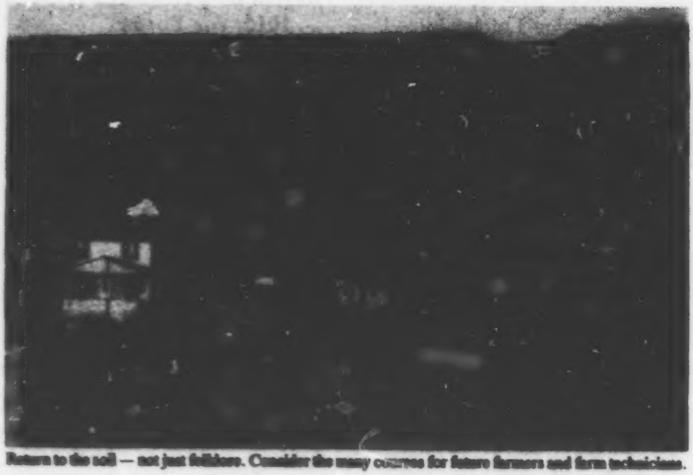
French courses are available for immigrants who do not speak French, and are a prerequisite to any other vocational training program. Such courses are mainly given in Centres d'orientation et d'information aux immigrants (COFI), which are discussed in Chapter 2.

Vocational training in agriculture

The Institut de technologie agricole et alimentaire de Saint-Hyacinthe and the Institut de technologie agricole de La Pocatière offer college level agricultural training courses. These courses are for students who will take up farming in the future and also serve to train agricultural technicians to work in various agriculture-related fields.

Information

— **Institut de technologie agricole**
1, rue Poiré
La Pocatière (Québec)
GOR 1ZO
(418) 856-1110



Return to the soil — not just folklore. Consider the many courses for future farmers and farm technicians.

— Institut de technologie
agricole et alimentaire
3230, rue Sicotte
Saint-Hyacinthe (Québec)
J2S 2M2
(514) 773-7401

Manpower qualification in sectors other than the construction industry

Four groups of trades people who work outside the construction industry — electricians, elevator mechanics, electric machine operators and plumbers — are covered by Regulation 2 under the Act respecting manpower vocational training and qualification.

Candidates for apprenticeship who are able to assure that they will be able to find employment in one of these trades must secure their apprentice's card and apprenticeship book in a Travail-Québec centre. These centres receive registration applications for qualification examinations from anyone having completed his apprenticeship, and grant a certificate to those who pass the exam.

OFFICES and SUB-OFFICES of the Commission de formation professionnelle

Region 01
Gaspésie/Bas Saint-Laurent
— 350, boulevard Arthur-Buies
Ouest
Rimouski (Québec)
G5L 5C7
723-5677

Sub Offices
— 600-A, rue Lafontaine
Rivière-du-Loup (Québec)
G5R 3C6
862-9801

— 235, avenue Saint-Jérôme
Matane (Québec)
G4W 3A7
562-6771

— C.P. 1460
Gaspé (Québec)
G0C 1R0
368-1661

— C.P. 450
Carleton (Québec)
G0C 1J0
364-3324

— C.P. 807
Cap-aux-Meules (Québec)
G0B 1B0
986-5934

Region 02
Saguenay/Lac Saint-Jean
— 310, avenue des Oblats
Chicoutimi (Québec)
G7J 2B1
549-0595
1-800-463-9641

Sub office
— 775, boulevard Saint-Luc
Alma (Québec)
662-7639

Region 03 Québec
— 1010, rue Borne
Québec (Québec)
G1N 1L9
(418) 687-3540
Monsieur Paul Aubé,
président
Monsieur Valois Malenfant,
directeur général

Region 04
Mauricie/Bois-Francs
— 500, des Érables
Cap-de-la-Madeleine
(Québec)
G8T 5J1
(819) 379-1314

Sub offices
— 150, rue Marchand
Place du Centre
Drummondville (Québec)
J2C 4N1
477-4816

— 197, rue Notre-Dame Est
Place Luxor
Victoriaville (Québec)
G6P 4E2
758-3436

— 794, 5e Rue, app. 302
C.P. 812
Shawinigan (Québec)
G9M 6W2
537-9749

— 360, rue Saint-François
La Tuque (Québec)
G9X 1S4
523-7848

Toll-free calls:
1-800-567-7959
Area code (819)

Region 05 Cantons-de-l'Est
— 639, rue Vingt-Quatre Juin
Sherbrooke (Québec)
J1E 1H1
(819) 569-9761

Region 06N
Laurentides-Lanaudière
— 795, boul. Melançon
Saint-Jérôme (Québec)
J7Z 4L1
436-1171

— 1385, boul. Firestone
C.P. 309
Joliette (Québec)
J6E 2W4
756-1081

Region 06S
Montréal Sud
— 700, boul. Casavant Est
C.P. 443
Saint-Hyacinthe (Québec)
J2S 7B8
(514) 773-7463

Sub offices
— 706, rue Denison Ouest
Granby (Québec)
J2G 4G3
(514) 378-9861

— 2725, boulevard de la Mairie
Tracy (Québec)
J3R 1C2
(514) 742-5651

— Bureau de Saint-Jean
Les Galeries du Centre
245, rue Richelieu
St-Jean (Québec)
J3B 6X9
(514) 347-3606

— Bureau de Valleyfield
157, rue Victoria
Valleyfield (Québec)
J6T 1A5
(514) 373-9966

Region 06M
Montréal-Métro
— 5350, rue Lafond
Montréal (Québec)
H1X 2X2
(514) 725-5221

Region 07 Outaouais
C.P. 267, Succ. "A"
Boul. Cité des Jeunes
Hull (Québec)
J8Y 6M9
(819) 771-7487

Region 08
Abitibi-Témiscamingue
— C.P. 310
101, 11^e^ Rue
Noranda (Québec)
J9X 5A9
(819) 764-6115

Sub offices
— 341, rue Principale Nord
Amos (Québec)
J9T 2L8
732-3373

— 1265, 7e Rue
Val-d'Or (Québec)
J9P 2R9
(819) 825-3144

— 258, 2e Rue Est
Bureau 201
La Sarre (Québec)
J9Z 2H2
333-2331

— 35, rue Sainte-Anne
C.P. 998
Ville-Marie (Québec)
J0Z 3W0
629-3202

Region 09 Côte-Nord
— 550, Boul. Blanche
Hauterive (Québec)
G5C 2B3
589-3777

Sub offices
— 45, 2e Avenue
C.P. 47
Forestville (Québec)
G0T 1E0
587-4055

— Local 9
C.P. 487
Centre d'Achats Brodeur
Gagnonville (Québec)
G0G 1K0
532-4841

— Service de la Main-d'Oeuvre
Projet d'extension
Havre Saint-Pierre (Québec)
G0G 1P0
538-2522

— 2, Élie Rocheford
Place Saint-Louis
Port-Cartier (Québec)
G5B 1M9
766-4225

— 144, rue Principale Nord
C.P. 220
Sacré-Coeur (Québec)
G0T 1Y0
236-4777

— 126, Knob Lake
Schefferville (Québec)
G0G 2T0
585-3666

— 350, rue Smith
Bureau 52
Sept-Îles (Québec)
G4R 3X2
962-7888

Outside Manpower Services (SEMO)

Certain individuals or groups — the blind, for instance — experience difficulty in entering the labour market and require specialized, sustained assistance. They can receive personalized vocational assistance from non-profit organizations, of which the Canadian National

Institute for the Blind is an example.

However, such agencies require financial assistance, which is why the outside manpower services program (SEMO) has been established.

Eligibility

The program is intended exclusively for non-profit organizations whose purpose is to facilitate the vocational and social rehabilitation of those who are in difficulty. Such organizations must be registered with the Commission de la santé et de la sécurité du travail and the Commission des normes du travail, if legislation or regulations so require.

The organization must submit a detailed plan of the action it intends to undertake among those it plans to help. It must also follow up the programs offered to those benefiting from its services.

Organizations receiving grants must offer specialized professional services which complement those offered by Travail-Québec centres and are designed to promote the permanent vocational rehabilitation of those who benefit from them.

Generally, the desired results of the projects must be attained within a maximum of 12 months.

Grants

Grants are made on an annual basis (from July 1 to June 30) and must be used to pay the wages and fringe benefits of staff, part of operating costs, equipment installation expenses and the wages of participants in on-the-job training sessions.

The grant is paid to the organization upon presentation of monthly or bimonthly claims.

Non-profit organizations interested in presenting a project must secure the appropriate form from the regional office of Travail-Québec.

In the event that an application for a grant is changed or refused, the organization will be advised that it may request a review of the decision, unless this has been determined by budgetary considerations.

For further information respecting the outside manpower services program, contact the regional office of Travail-Québec.

Worker Placement

The Travail-Québec centre in your area is the ideal place to request and receive the manpower necessary for the smooth operation of your business.

From a master file comprising tens of thousands of entries for each occupation, your local centre will provide the names of qualified, available workers. That is why the Travail-Québec centre is generally able to fill requests within a reasonable time.

When you call on its placement services, be sure to supply a complete description of the job to be filled, and any special requirements. This will greatly facilitate the selection of possible candidates.

You are invited to advise your Travail-Québec centre of all of your projected manpower requirements. If need be, these requirements will be advertised among those concerned.

Information

Further information is available at the Travail-Québec centre nearest you (see the telephone directory) or from the following address:

- **Ministère de la Main-d'oeuvre**
  et de la Sécurité du revenu
  Direction générale du réseau
  Travail-Québec
  800, Place d'Youville
  Québec (Québec)
  G1R 5E3
  (418) 643-3390

Student Placement

A student is seeking employment for the coming summer and does not know of an employer interested in his or her services. An employer is looking for a qualified student who meets the particular needs of his business, but he does not know of anyone interested in working for his company.

The Québec student placement program may solve their problems.

How?

Travail-Québec centres, located throughout Québec, are able to provide employers — by phone — with the names of students available in their area, region or even Québec as a whole.

Candidates are drawn from a computerized file, and their selection takes into account their training and the requirements of the job to be filled.

Contact the Travail-Québec centre in your region.

Interprovincial exchanges for university students

Thanks to this student placement program, students who have completed one semester of university studies may work for 13 weeks in the departments and agencies of various provincial governments in Canada, and in the state governments of Georgia and South Carolina.

The students selected are remunerated by the province or state in question on the basis of their education.

Summer employment for handicapped students

Student placement also offers a program specially designed to help physically handicapped students find suitable summer employment in government departments or agencies. It assumes the full cost of such students' remuneration.

Student-trainee program

Since the summer of 1983, Québec employers have been able to take advantage of a grant from the Secrétariat à la science et à la technologie by hiring university and cegep students for a period of training in jobs in the scientific and technical fields.

This new grant program, administered by Placement étudiant du Québec, is designed to promote the training of students in science and technology in public and private concerns in Québec. Training periods may last from 12 to 14 weeks.

Eligibility

STUDENTS in applied science or technology at the university level, or who have completed two years of study in science or vocational techniques in cegep are eligible.

With respect to EMPLOYERS, industrial firms in the public and private sectors, industrial service firms such as engineering consultants, architects and industrial designers, laboratories and research and development centres and non-profit agencies or associations working in the scientific, technical or industrial fields, are eligible.

Conditions of payment of the grant

Employers wishing to participate in this program must show that their company is suited to teaching students in the scientific or technical fields, that it has available staff qualified to elaborate and supervise a student training program, and that it is able to supply the material and human resources necessary for the successful operation of the training program.

An employer may hire several student trainees in different disciplines. The grant must be used to pay part of the gross remuneration of each student trainee, which must amount to at least $225 per week. The government grant is for $150 per week per student. Depending on the availability of funds, a company may receive up to a maximum of $75 000 under the program.

Applications

Employers may secure an application form from:

— **Direction générale du réseau
Travail-Québec
Programme
"étudiants-stagiaires"
2700, boulevard Laurier
Sainte-Foy (Québec)
G1V 2L8
(418) 643-6965**

Application forms are also available from any Travail-Québec centre.

Immigrant Placement

Workers who have just immigrated to Québec and are seeking employment or who require vocational information have only to contact the Service de la main-d'oeuvre of the ministère des Communautés culturelles et de l'Immigration.

Counsellors will help them fill out a curriculum vitae and a job hunting plan, taking into account their training and vocational skills. They will provide them with information on the Québec labour market, conditions for access to various trades and occupations, and standards and legislation governing work in Québec, among others. Moreover, they will submit immigrants' applications directly to companies likely to hire them.

Information

To make an appointment with a counsellor, contact:

— **Ministère des Communautés culturelles et de l'Immigration**
Service de la main-d'oeuvre
355, rue McGill
Montréal (Québec)
H2Y 2E8
(514) 873-3944

or

— **890, rue Lévis**
Québec (Québec)
G1S 3E1
(418) 643-2113

Recruiting of Manpower Not Available in Québec

The Service de la Main-d'oeuvre of the ministère des Communautés culturelles et de l'Immigration offers its services to employers seeking manpower which is not available in Québec.

Its counsellors can assist you in establishing the profile of the candidate you are seeking. They will look for applicants throughout the world, and submit to you the professional files of those interested. Moreover, they can help you organize a recruiting campaign abroad (advertising, setting up appointments with the candidates selected and so forth).

Information

— **Ministère des Communautés culturelles et de l'Immigration**
Service de la main-d'oeuvre
355, rue McGill
Montréal (Québec)
H2Y 2E8
(514) 873-3944

or

— **890, rue Lévis**
Québec (Québec)
G1S 3E1
(418) 643-2113

Protection of Jobs

Are you having problems functioning in your company?

If so, and you do not feel you can solve your problems yourself or with the help of your counsellors, a job protection committee may be established, made up of an equal number of representatives of management and employees.

Job protection committees are designed to:

— prevent or resolve problems likely to lead to temporary or permanent layoffs in the company;

— help manpower adapt to technical or technological changes expected in the industry;

— facilitate the hiring and training of manpower required when a business is established or expanded.

Generally, such a committee carries out a preliminary study of the company's overall problems, in order to then call upon the appropriate agencies.

The comittee can obviously rely on assistance from a representative of a Travail-Québec centre and can call up the resource persons it deems necessary for it to perform its task. This includes ascertaining the nature and causes of the manpower problems within the industry, exploring possible solutions, and making recommendations regarding appropriate action.

Reclassification of Employees

When you anticipate having to lay off 10 employees or more for two consecutive months for technological or economic reasons, you must inform the Minister of Manpower and Income Security.

Deadlines for notices of dismissal

When must the Minister be notified?

That depends upon the number of layoffs expected. The Act respecting manpower vocational training and qualification stipulates minimum deadlines:

— two months where the number of layoffs anticipated totals 10 or more but less than 100;

— three months when the number of layoffs anticipated totals 100 or more but less than 300;

— four months when the number of layoffs totals 300 or more.

Of course, the earlier you act, the quicker your employees will be reclassified.

Contents of the notice

Your group layoff notice must contain the following information:

— the name and address of your company or of the establishment concerned;

— the nature of the main service, or product;

— the name and address of employee associations;

— the reasons for the group layoff;

— the expected date of the layoff;

— the names of employees likely to be affected by the layoff.

Attention!

You cannot lay off employees before the deadline for notice has been reached. The notice becomes effective on the day it is mailed, and can be sent to:

— **Minister of Manpower and Income Security**
425, rue Saint-Amable, 4^e^ étage
Québec (Québec)
G1R 4Z1

It is to be noted that all these legal provisions respecting group layoffs take precedence over any other provisions in the collective agreement in this regard.

Reclassification committee

If the Minister deems it necessary, you will be asked to participate in the establishment of a committee responsible for reclassifying the workers affected by a group layoff.

The committee's role consists of elaborating a plan of action to facilitate the re-assignment of the workers involved, or determine the resources available to accelerate their re-entry into the labour market.

The committee must be made up of an equal number of representatives of management and labour. Obviously, it can call upon such resource persons as it may deem necessary.

Although you may be required to contribute financially to the operation of the committee, the latter may receive a grant to cover its expenses.

For further information, contact the Travail-Québec centre in your area.

Research and Statistics on the Labour Market

The Centre de recherche et de statistiques sur le marché du travail is an agency whose function is to provide workers' or employers' associations, and a number of organizations or government departments, with information, data, and the results of research regarding the labour market, working conditions, and labour relations.

The Centre produces regular reports and studies on a variety of subjects, and publishes a monthly review entitled LE MARCHÉ DU TRAVAIL which keeps interested readers up to date on recent concerning labour relations.

The Centre has also set up a system for analysing collective agreements through which users can gain a better understanding of their own sphere of activity and the working conditions which characterize it.

Information

— **Ministère du Travail**
Centre de recherche et de statistiques sur le marché du travail
425, rue Saint-Amable, 4^e^ étage
Québec (Québec)
G1R 4Z1
(418) 643-9453

or

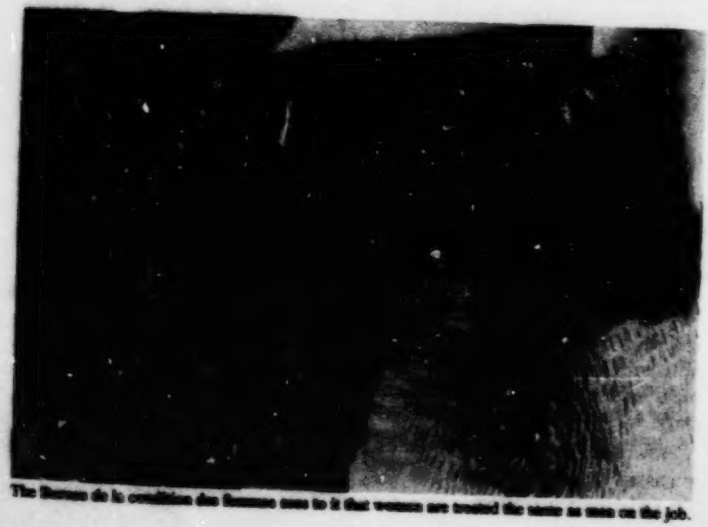
643-4817 (publications)

— 255, rue Crémazie Est
Montréal (Québec)
H2M 1L5
873-2130

Women at Work

Le Bureau de la condition des femmes au travail was instituted to meet the specific needs of women in the labour market, and to ensure that there is no discrimination against women in the work place.

The Bureau sees to it that the interests and rights of women, with regard to work and income security, are respected in the various programs, statutes and regulations for which the ministère de la Main-d'oeuvre et de la Sécurité du revenu is responsible. The Bureau is an advisory body to the department and submits recommendations on the development and implementation of policies and programs



The Bureau de la condition des femmes sees to it that women are treated the same as men on the job.

designed to meet the specific needs of women, particularly with respect to their return to the labour market, sexist employment practices, maternity leave, job creation and income security programs, and technological changes.

A further aspect of the Bureau's work involves outreach and information programs intended for the public and the department's staff and designed to defend the right of women to work and achieve financial independence.

Information

— **Ministère de la Main-d'oeuvre
et de la Sécurité du revenu
Bureau de la Condition des
femmes au travail
425, rue Saint-Amable, 4e
étage
Québec (Québec)
G1R 4Z1
(418) 643-9245**

The reader is also referred to Chapter 9, under the heading Conseil du statut de la femme.

The Civil Service

The Office du recrutement et de la sélection du personnel de la fonction publique sees to the recruitment and selection of permanent staff.

However, persons employed on a casual basis are recruited by Travail-Québec centres.

The Office makes regulations concerning the recruitment and selection of candidates for civil service jobs.

How is recruiting carried out?

Whenever positions become vacant, the Office holds a competition. It publishes a notice announcing that such a competition will be held, and providing such information as the name of the position, the place where the position is vacant, a job description, conditions for admission and the period during which candidates must register.

Where can I see the notices of competitions?

To examine the notices, visit one of the regional branches of the Office or a Travail-Québec centre. Notices are also published in the newspapers.

When and how can I register for a competition?

If you are interested in a job in the civil service, watch for a notice announcing a competition for the type of work which you are interested in, and qualified to do. Once such a notice appears, you can register by filling out a questionnaire entitled Offre de Service, which can be obtained at the branches of the Office, Travail-Québec centres, and some caisses populaires.

How are candidates assessed?

Upon receiving your application, the Office studies it. If you meet the conditions for admission, you will be invited to take part in the competition. This might entail written, oral or, in some instances, practical examinations, which enable the Office to assess a candidate's experience, knowledge and professional skills as they relate to the position to be filled.

The Office then prepares a list of the candidates by order of merit, according to the results obtained. This order is respected when the Office presents candidates to departments and agencies.

However, under affirmative action programs intended for women, the handicapped and members of the cultural communities, candidates are not classified according to merit, but according to level. Within each level are found candidates of more or less comparable ability. Candidates are then presented according to their level.

The departments and agencies then make the final appointments.

Information

For further information, contact the Office du recrutement et de la sélection de la fonction publique, at either of the following addresses:

— 1025, rue Conroy
Québec (Québec)
G1R 5A1
(418) 643-3984

— 1, Complexe Desjardins
Montréal (Québec)
H5B 1B9
(514) 873-7701

There is also a branch in your region. Consult your telephone directory.

The Construction Industry

Building Contractors

All building contractors must hold a licence which attests to their competence and solvency.

There are four types of licence; a general contractor's, a specialized contractor's, a tradesman-contractor's, and an owner-contractor's.

Building contractor licences

To obtain a contractor's licence, candidates must take examinations in their field of specialization, and furnish proof of their solvency in the form of a personal financial statement or the financial statements of their firm. Each time the licence is renewed, the contractor must prove that he still meets all the requirements for obtaining a licence.

At the present time, the cost of a licence is $320 for the first issue, and $250 for each renewal.

The Régie des entreprises de construction du Québec issues all building contractor licences. The Régie is part of the ministère de l'Habitation et de la Protection du consommateur.

Information

Licence application forms or information can be obtained from:

- **Régie des entreprises de construction du Québec**
Division des renseignements
1100, boul. Crémazie Est
Bureau 205
Montréal (Québec)
H2P 2X2
(514) 725-6433

- **690, Grande-Allée Est**
4^e^ étage
Québec (Québec)
G1R 2K5
(418) 643-7150

Workers and Employers in the Construction Industry

The Office de la construction du Québec (OCQ), with the help of representatives of contractors and employees, is responsible for maintaining good labour relations in the construction industry.

The decree

Moreover, the Office must supervise application of the decree which governs the construction industry in the same way as a collective agreement, and enforce the Act respecting manpower vocational training and qualification.

Manpower

The Office recognizes *bona fide* construction workers by issuing them with a registration-classification certificate which gives them first priority for hiring within their region.

Contractors wishing to hire manpower can apply to the OCQ which will then send them available qualified workers, or they can hire their employees directly, or use union hiring halls or Travail-Québec centres.

However, the contractor must comply with employee hiring criteria, which means respecting employee classification and regional priorities.

Fringe benefits

The OCQ administers supplementary benefit plans which are found throughout the construction industry. They include life insurance, health and income insurance and the supplemental pension plan, which are financed by employer and employee contributions. These plans are supplemented by a system of paid leaves provided for in the decree.

Registration with the Office

When a new contractor registers with the Office, regional office staff provide all the information needed to enable the contractor to meet his obligations. Visits by inspectors can also be of help.

Vocational qualification of manpower

Once they have obtained their registration-classification certificate issued by the regional offices of the OCQ, construction workers who wish to qualify in one of 23 trades covered by Regulation 1 under the Act respecting manpower vocational training and qualification must obtain their apprentice's card and apprenticeship book from their Travail-Québec centre.

Upon completion of their apprenticeship, they may register with the Travail-Québec centre nearest to their place of residence in order to take the qualification examination. Candidates who pass the examination receive a certificate of qualification which is renewable each year.

Information

Further information about the Office de la construction du Québec can be obtained from your regional office (see your telephone directory) or from the OCQ head office:

— **Service des communications**
Office de la construction du Québec
3530, rue Jean-Talon Ouest
Montréal (Québec)
H3R 2G3
(514) 341-7740

Regardless of the job involved, the quality of life at work comes first — and is the main concern of the Office de la construction du Québec.

Labour Unions

Right of Association

For some time you and your co-workers have toyed with the idea of forming an association, and you wonder if grouping together to better defend your interests is legal.

The right of workers to associate together to claim what is theirs; it's legal and it's enshrined in the Labour Code.

Nothing could be more legal, as it is a question of your right of association, which is included in the Labour Code and gives all employees the right to belong to the association of employees of their choice, and to participate in the formation, activities and management of this association.

Employers also enjoy a right of association.

Formation of an association

Employees wishing to form an association must first meet to determine the name of the association, and its statutes and bylaws.

Member status in an association

To become a member of an association, an employee must belong to the bargaining unit, sign a membership form, and pay union dues of at least $2.

The union affiliation of an employee is the sole concern of his association, and the latter is required to respect the confidential nature of this affiliation.

Union Certification

Your association must obtain union certification when a majority of employees have become members of it. Union certification is simply a document issued by a certification officer or a labour commissioner attesting that an association has received the signed support of the majority of a group of employees of a given employer for the purposes of negotiating a collective agreement.

Application for certification

An application for certification can be made:

- at any time, in the case of a group of employees not represented by a certified association;
- after six months from the expiry of the time provided for in section 58 of the Labour Code with respect to a group of employees for whom no collective agreement has been reached or whose dispute has not been submitted to arbitration or has not been the subject of a strike or lockout permitted by the Labour Code;
- from the 90th to the 60th day prior to the date of expiry of a collective agreement or its renewal, or the expiry of an arbitration decision applied in its stead.

If, 60 days after the signing of a collective agreement or amendments to it, the agreement has not been submitted to the office of the labour commissioner-general, any association has the right to apply for accreditation on behalf of the group of employees.

Application for certification

An association of employees must apply for certification by submitting an application for certification to the labour commissioner-general.

This application must be authorized by the members of the association and signed by its duly elected representatives, and specify the group of employees the association is to represent.

Upon receiving a favourable reply to its application, the employees' association becomes a certified union

For further information on union accreditation, contact:

- **Ministère du Travail**
  Bureau du commissaire
  général du travail
  425, rue Saint-Amable
  2ᵉ étage
  Québec (Québec)
  G1R 4Z1
  (418) 643-4970

Arbitration

The Service d'arbitrage follows up any requests sent to the ministère du Travail with regard to arbitration of disputes and grievances.

Arbitration of disputes

Abritation of disputes involves arbitration of initial collective agreements, arbitration among policemen and firemen, and voluntary arbitration.

When the parties to an initial collective agreement (labour and management) are unable to come to an agreement leading to the signing of such an agreement and when the intervention of the conciliator has been to no avail, either party may request the Minister of Labour to submit the dispute to arbitration.

This request must be made in writing, and a copy must also be sent to the other party. After the Minister receives the request, he may appoint an arbitration board to look into the dispute and attempt to settle it.

Every dispute between a municipal corporation and a certified union representing that municipality's policemen or firemmen must be referred by the Minister of Labour to an arbitration board, if either party so requests.

Each party must appoint one member of the board within 10 days after the Minister of Labour asks it to do so. If it does not, the Minister may appoint such a member to the board.

Voluntary arbitration takes place when parties are unable to agree on a collective agreement, with or without the help of a conciliator, and have decided together to submit the case to arbitration rather than rely on traditional pressure tactics such as strikes or lockouts.

The Service sees that arbitration boards are established, and follows each case.

Arbitration of grievances

The Minister of Labour must also appoint a grievance arbitrator when parties cannot agree as to their choice of an arbitrator or when either party does not follow the procedure laid down in the collective agreement.

Rapid arbitration of grievances

A service is available to both employers and labour unions for the rapid arbitration of grievances. Arbitration is carried out by arbitrators appearing on the annotated list of arbitrators of grievances of the Conseil consultatif du travail et de la main-d'oeuvre and the grievance is heard by a single arbitrator.

Hearings take a maximum of one day and the arbitrator's decision is rendered within 30 days after the hearing ends.

Conciliation

The Service de conciliation helps parties settle problems which may arise during the negotiation of collective agreements. Conciliators meet with the parties and try to bring them to an agreement, in an attempt to avoid a strike or a lockout.

Information

Further information on this service can be obtained from:

— **Ministère du Travail**
Service de conciliation
255, boul. Crémazie Est, 6e étage
Montréal (Québec)
H2M 1L5
(514) 873-4636

Preventive Mediation

The preventive mediation service offers technical services to businesses and unions, on a voluntary basis, to encourage serious ongoing discussions outside the collective bargaining period. These services are designed in particular for firms where conflicts between union and management occur regularly, and where local resources do not seem sufficient to resolve these conflicts.

Preventive mediation is an attempt to bring both parties to accept their respective roles, and to help them adopt a more pragmatic approach to solving their problems.

Information

Further information on this service can be obtained from:

— **Ministère du Travail**
Service de médiation préventive
255, boul. Crémazie Est, 6e étage
Montréal (Québec)
H2M 1L5
(514) 873-4636

Collective Agreement Decrees

The service for collective agreement decrees studies all requests for judicial extensions of new collective agreements, and proposed amendments to, or repeals of, decrees. It makes appropriate recommendations to government and departmental authorities on ways to improve the application of decrees, and it draws up policies and procedures for the administration, suppression or trusteeship of joint labour-management committees.

Moreover, the service for collective agreement decrees is in charge of joint committees in the automobile, hairdressing and clothing trades, and other industries and services.

Most of these committees are listed in the telephone directory under "comité paritaire de..."

Information

Further information on this service can be obtained from:

— **Ministère du Travail**
Service des décrets
425, rue Saint-Amable, 2^e^ étage
Québec (Québec)
G1R 4Z1
(418) 643-4415

Labour Standards

All workers in Québec, particularly those who are not covered by collective agreements because they are non-unionized or do not come under the provisions of a decree (such as construction workers, for example) are protected by the Commission des normes du travail.

This commission is reponsible for enforcing legislation and regulations respecting labour standards. Certain working conditions of employees who are neither unionized nor covered by a decree are set by legislation and regulations which, to some extent, replace a collective agreement.

However, it must be noted that the commission cannot intervene on behalf of employees of firms under federal jurisdiction (chartered banks, for example). Moreover, certain categories of employees (babysitters, for example) are not covered by legislation.

Let us take a look at the questions affected by the legislation and regulations respecting labour standards.

Wages

The minimum wage is set by government regulation. The general rate is currently $4.00/hour for workers 18 and over, and $3.54/hour for those under 18. Hotel and restaurant workers who normally receive gratuities must be paid $3.28/hour (18 and over) or $2.95/hour (under 18). For certain other categories of workers such as those employed in forestry operations or public works, for example, the rates are different.

To find out exactly how much you are entitled to or how much you should pay your employees, check with the Commission des normes du travail and look for announcements published in newspapers.

Pay Slips

Employees are entitled to wages, and to know how they have been calculated (hourly rate, deductions for income tax, Québec Pension Plan and so forth). Employers are required to remit to employees, together with their wages, a pay slip containing sufficient information to enable the employees to verify the computation of their wages.

The Work Week

The normal work week for most categories of workers covered by the Act respecting labour standards has been set at 44 hours. Overtime entails a premium of 50% of the prevailing hourly wages paid to the employee. Certain worker categories (business administrators and agricultural workers, for example) are not covered by this provision.

Vacations

The length of the employee's vacation is calculated at the end of the reference year in effect in the firm.

At the end of the reference year, the employee who has

- less than one year of service is entitled to one day of vacation for each month of uninterrupted service and vacation pay representing 4% of his gross wages accumulated during this period;
- between one and 10 years of service is entitled to two uninterrupted weeks of vacation and vacation pay representing 4% of his gross annual wages;
- 10 years of service or more is entitled to three weeks, of which two are uninterrupted, and vacation pay representing 6% of his gross annual wages.

This provision of the Act does not cover certain categories of workers, such as insurance agents entirely remunerated on commission.

Statutory Holidays

June 24, the National Holiday, is a statutory public holiday. To benefit from this holiday, the employee must have been entitled, between June 1 and 23, to wages or an indemnity in lieu of wages (vacation pay, for example) during at least 10 days. The holiday must also fall on a working day, that is, a day on which the employee must normally work.

June 24: la fête nationale — very much a legal holiday.

When they occur on a working day, the following dates are statutory general holidays:

- January 1;
- Good Friday (in commercial establishments, as defined in the Act respecting commercial establishments' business hours, Good Friday or Easter Monday);
- the Fête de Dollard, or Victoria Day;
- Labour Day;

— Thanksgiving;
— December 25.

To be entitled to these holidays, the employee must have accumulated 60 days of uninterrupted service and must not have been absent from work the day preceding or the day following the holiday, unless authorization was received from the employer, or for a valid reason.

An employee will receive an indemnity for any of these holidays which is equal to his average daily wages during the two weeks preceding the holiday.

When the employee must work on a holiday, including the National Holiday, he will receive, in addition to his regular wages, the indemnity described above, or will be entitled to a compensatory holiday.

When the employee is on vacation, he will also be entitled to the indemnity described above or to a compensatory holiday.

Special Leave

In certain instances, employees are entitled to leave without incurring the risk of being dismissed.

Employees can obtain paid leave:
— on the day of their marriage; and
— for one day for the death or funeral of a spouse, child, father, mother, brother or sister. Employees have the right to a further three days of unpaid leave on these occasions.

Employees are entitled to unpaid leave:
— on the day of the marriage of one of their children; and
— for two days on the occasion of the birth or adoption of a child.

Maternity Leave

A pregnant employee is entitled to maternity leave provided she has worked at least 20 weeks for the same employer during the 12 months preceding the beginning of her leave.

Women satisfying these requirements have the right to 18 weeks' maternity leave, to be taken as they wish in the weeks before and after the expected delivery date. Where the mother's or the child's state of health warrants it, the leave may be extended by six weeks.

Normally, a pregnant employee wishing to take advantage of maternity leave must give written notice to her employer at least three weeks before the leave begins. In the notice, she must indicate the dates of her departure and return. A medical certificate specifying the expected date of delivery must be attached to the notice.

Following the maternity leave, the employer must reinstate the employee in her regular position and grant her the benefits to which she would have been entitled had she remained at work.

Maternity leave: if you've worked for 20 weeks out of the past 12 months for the same employer, it's yours. Eighteen weeks of "getting to know you" time.

Notice of Termination of Employment

If an employee has had at least three months' continuous service with the same employer, that employer must give him written notice before dismissing him or laying him off for a period of six months or more.

Notice must be given:

- one week before termination of employment following a period of uninterrupted service of between three months and one year;
- two weeks before termination of employment following a period of uninterrupted service of between three months and one year;
- four weeks before termination of employment following a period of uninterrupted service of between five and ten years;
- eight weeks before termination of employment following a period of uninterrupted service of over ten years.

If sufficient notice is not given, the employer must pay the employee, upon termination of his employment, an indemnity equal to the employee's wages for a period equal to the period of the prior notice.

This provision does not apply to management personnel, nor if the employee is working under contract for a specified length of time, or has been hired at the outset to carry out a specific job.

Recourse for Employees

Employees who believe they have been treated unfairly because their employer has not respected labour standards should file a complaint with the Commission des normes du travail. They have one year in which to institute civil proceedings.

The Commission may demand payment of the wages owed to the employee, up to an amount which is double the minimum wage, and may also demand other financial benefits such as vacation pay.

Employees may have recourse to the Commission with respect to dismissal in the following cases:

— ***Illegal dismissal***

When an employee is fired, suspended or moved for any of the following reasons:

- for giving information to the Commission;
- because of a garnishment;
- because of pregnancy;
- because the employer wishes to circumvent the Act;
- for having exercised a right recognized by the Act;

he may file a complaint with the labour commissioner-general or the Commission des normes du travail. Where the employee believes that the only reason for being fired, suspended or moved was the fact of having reached retirement age, he has 90 days in which to lodge a complaint with the commissioner-general or the Commission.

— ***Dismissal without just and sufficient cause***

An employee who believes he has been dismissed without just and sufficient cause has 30 days in which to file a complaint with the Commission, provided he or she has five years of uninterrupted service.

Further information can be obtained from:

— **Direction des communications**
Commission des normes du travail
750, boulevard Charest Est
Québec (Québec)
G1K 7Z5

or from one of the following offices:

Alma
— **725, boul. Harvey Ouest**
Alma (Québec)
G8B 1P5
662-3975

Baie-Comeau
— **896, rue Leventoux**
Baie-Comeau (Québec)
G5C 1K1
589-9931

Hull
— 717, boul. Saint-Joseph
Hull (Québec)
J8Y 4B6
771-6259

Jonquière
— 3950, boul. Harvey Est
Jonquière (Québec)
G7X 8L6
547-6689

Lévis
— 2, Place Tanguay
Lévis (Québec)
G6V 6W8
833-6194

Matane
— 235, avenue Saint-Jérôme
Bureau 301
Matane (Québec)
G4W 3A7
562-2010

Montréal
— 2, Complexe Desjardins
C.P. 730
Montréal (Québec)
H5B 1B8
873-7061

Québec
— 210, boul. Charest Est
Québec (Québec)
G1K 3H1
643-4940

Rouyn
— 33, rue Gamble Ouest
Rouyn (Québec)
J9X 2R3
762-0867

Sherbrooke
— 112, rue Wellington Sud
Sherbrooke (Québec)
J1H 5C7
565-0441

Trois-Rivières
— 140, rue Saint-Antoine
Bureau 202
Trois-Rivières (Québec)
G9A 5N6
374-4661

Safety in Public Places

Have you ever imagined being in a crowded shopping centre (at Christmas, for example) when suddenly, the floor gives way under your feet? Or perhaps that you're in a concert hall or a stadium and the electrical installations catch fire? How many people would lose their lives or be seriously injured as a result? Public buildings and places and their technical installations are inspected to prevent such disasters. The Direction générale de l'inspection of the ministère de l'Habitation et de la Protection du consommateur is responsible for ensuring public safety. The Direction générale has four branches: the Direction de l'inspection du bâtiment, the Direction de l'inspection des installations électriques, the Direction de l'inspection des installations de tuyauterie and the Direction de l'approbation des plans.

It should be noted that inspection of work places is the responsibility of the Commission de la santé et de la sécurité du travail.

Building Inspection

Representatives of this section of the department carry out regular inspections or inspections on request and investigate accident complaints. They also ensure that the owners of public buildings and installations comply with safety standards related to such facilities as passenger and freight elevators, ski lifts, public baths, and mechanical games, among others, and that equipment complies with the act and regulations governing it. Further information can be obtained from:

— **Ministère de l'Habitation**
et de la Protection
du consommateur
Direction générale
de l'inspection
Direction de l'inspection
du bâtiment
425, rue Saint-Amable
3ᵉ étage
Québec (Québec)
G1R 4Z1
(418) 643-1686

Electrical Inspection

Employees of this section of the department issue permits which enable electrical contractors to carry out various kinds of electrical work. All new electrical installations and any additions or alterations to existing systems are inspected before a certificate of compliance with safety standards is issued. The installation of lightning rods is also inspected. This section of the department is also responsible for approving all materials and appliances used. Further information can be obtained from:

— **Ministère de l'Habitation**
et de la Protection
du consommateur
Direction générale
de l'inspection
Direction de l'inspection
des installations électriques
425, rue Saint-Amable
3ᵉ étage
Québec (Québec)
G1R 4Z1
(418) 643-4850

Plumbing Inspection

This section of the department carries out inspections and examinations to ensure that plumbing installations comply with the legislation and regulations governing such installations, that pressure vessels are built, installed, maintained and used in compliance with the Pressure Vessels Act and regulations, and that owners, lessees and users of stationary machinery have such equipment maintained only by people in possession of the certificate required by the relevant act.

Further information can be obtained from:

— **Ministère de l'Habitation**
et de la Protection
du consommateur
Direction générale
de l'inspection
Direction de l'inspection
des installations de tuyauterie
425, rue Saint-Amable
3e étage
Québec (Québec)
G1R 4Z1
(418) 643-4860

Approval of Plans and Specifications

The section responsible for the approval of plans receives and verifies plans and specifications for public buildings, commercial premises and adjoining facilities. It examines the architectural elements, the functional arrangement and related electrical, mechanical and plumbing installations.

Owners, heads of such establishments, contractors, consulting engineers and architects carrying out work on such buildings or establishments are required to submit their plans for approval before work is begun.

Further information can be obtained from:

— **Ministère de l'Habitation**
et de la Protection
du consommateur
Direction générale
de l'inspection
Direction de l'approbation
des plans
425, rue Saint-Amable
3e étage
Québec (Québec)
G1R 4Z1
(418) 643-5347

Information

Requests for inspection or complaints concerning any of the services described above can be submitted to the services in question or to the Direction générale de l'inspection (same address; tel. (418) 643-4847).

The next time you visit a public place, remember that an inspector from the ministère de l'Habitation et de la Protection du consommateur has already been there to ensure your safety.

Occupational Health and Safety

Occupational Health and Safety Plan

If someone asked you, "What does the protection of workers cover, or should it cover, with respect to

Protect yourself against danger at work: get a hat, gloves, boots. The Commission de la santé et de la sécurité au travail makes sure all the useful precautions are taken.

what occupational health and safety?", and you answered, "A worker who has had a work accident or who is suffering from an occupational illness should be entitled to medical aid, indemnities and so forth," you would be right. "And as an ounce of prevention is worth a pound of cure," as you would undoubtedly hasten to add, "workers should also benefit from a prevention program." Right again. And were you to add that someone should make on-the-spot inspections as a means of ensuring that effective measures to prevent accidents and illness are taken in the work place, you would indeed be perspicacious, unless, of course, you happen to work for the Commission de la santé et de la sécurité du travail (CSST).

Commission de la Santé et de la Sécurité du Travail

Perhaps without knowing it, you have just described the role of the Commission de la santé et de la sécurité du travail, which is to eliminate at the source any risks of accidents or illness, ensure the inspection of work places, and administer programs for victims of work-related accidents. In short, the Commission is responsible for Québec's occupational health and safety plan.

Prevention

The Act respecting occupational health and safety, administered by the CSST, deals with safety, and the elimination at source of any hazards which might jeopardize the life, health, safety and physical integrity of workers. The Act makes prevention an essential condition of occupational health and safety.

Employers and workers are responsible for prevention. Faced with common hazards and risks, they are encouraged by the Act to pool their efforts and intervene in the work place.

To this end, it provides for the equal participation of workers and employers with regard to their respective associations.

Equal Participation of Workers and Employers

- Equal numbers of representatives of the most representative workers' and employers' associations sit on the board of directors of the CSST.
- Equal numbers of representatives of workers' and employers' associations from a given sector of economic activity make up each board of directors of sectorial prevention associations.
- Workers and employers each have a say on health and safety committees established in the work place and on construction sites.

Means of Prevention

This is all very well in theory, but concrete steps must be taken to prevent hazards and risks.

There are primarily two types of measures, the application of a prevention program, and the granting of certain rights to workers and employers.

Applying a prevention program

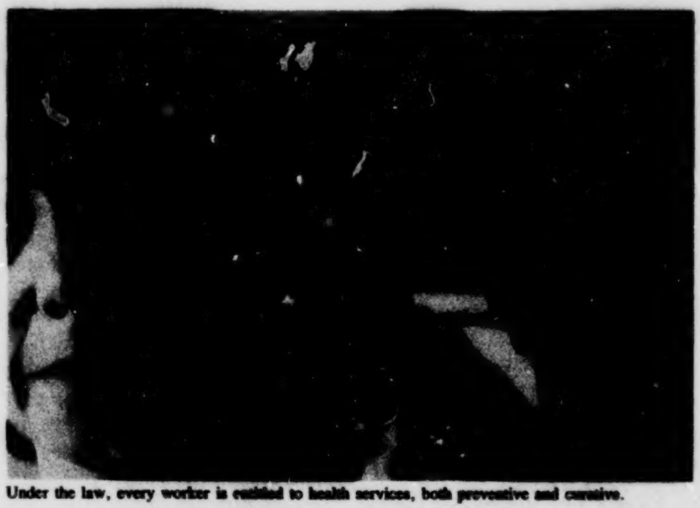
Whether in a work place or on a construction site, elimination at source of occupational hazards and risks is achieved by applying a prevention program aimed at controlling each element in the work environment (the work place, methods and procedures, the materials and equipment used) and ensuring medical supervision for workers.

To identify and eliminate hazards and risks, workers and employers can count on the information, training, advisory and research services offered by sectorial prevention services.

Workers' rights

The Act recognizes certain workers' rights designed to ensure their health and safety.

The Act's general provisions stipulate that workers have a right to:



Under the law, every worker is entitled to health services, both preventive and curative.

- working conditions which respect their health, safety and physical integrity;
- training, information and advisory services offered by their health and safety committee (where such a committee exists), their accredited association, sectorial association, and the CSST;
- the appropriate training, on-the-job training and supervision offered by the employer;
- preventive and curative health services, at no loss in wages.

The Act also recognizes specific rights:

- *The right to refuse to perform work*

Where a worker is asked to perform work which he reasonably believes is dangerous to his health, safety or physical integrity, he has the right to refuse to perform such work, without a loss in wages. He also has the right to refuse to do work which might expose another person to a similar risk.

However, the worker cannot exercise his right when refusal to do work would place another person's life, health, safety or physical integrity in imminent danger, or when the conditions for carrying out this work are normal for the type of occupation, and if they comply with the safety standards or regulations in effect.

If a problem cannot be resolved through the mechanisms provided for with respect to workers and employers by the Act, the question can be appealed before an inspector of the Commission.

— *The right to preventive withdrawal*

The Act also provides for special protection when specific exposure to a contaminant occurs in the work place. Workers will be able to exercise their right to preventive withdrawal as soon as the necessary regulations are adopted.

— *The right of pregnant or nursing women to preventive withdrawal*

If you think some job is a threat to your health, safety or physical integrity, you can say "no".

Current regulations guarantee workers who are pregnant or breast-feeding the right to preventive withdrawal.

Pregnant workers must furnish their employers with medical certificates stating that the type of work they do could threaten their health, because of their condition, or that of their unborn or nursing children.

The certificate presented to her employer by the pregnant worker gives her the right to be re-assigned to another position or, if the transfer is not made, to stop working.

Workers who choose to stop working because no other suitable position is offered are paid benefits representing 90% of their net income.

Workers who exercise their right to preventive withdrawal are still entitled to maternity leave and benefits, and retain all the fringe benefits attached to their regular employment, provided they and their employers continue to pay their respective contributions.

The employer must reinstate the worker in her regular employment following her period of re-assignment or when she returns to work after giving birth, following maternity leave, or the period of breast-feeding.

Employers' general rights

The employer is entitled to training, information, and occupational health and safety advisory services

to enable him to fulfil his obligations. Such services are offered by the CSST, and employers' and sectorial associations.

Right to Appeal Decisions Respecting Prevention

The head of the regional prevention service is empowered to carry out reviews, make decisions and issue orders with respect to the prevention program, the adaptation program concerning the establishment of standards, certain disputes within the health and safety committee and, when the right to preventive withdrawal comes into effect, with regard to the re-assignment of workers who have exercised their right to preventive withdrawal.

Such decisions can be appealed by workers and employers, before the assistant to the vice-president for prevention.

Inspection

Since 1981, the Commission de la santé et de la sécurité du travail has been solely responsible for all inspection services related to health conditions and safety on work sites.

Its exclusive mandate covers all legislation, regulations, standards and techniques affecting occupational health and safety in all sectors, including the construction industry.

The purpose of inspections is to eliminate at source occupational hazards and risks, by ensuring that those concerned play their role and that the legislation, standards and regulations are complied with.

Inspection Services

The CSST carries out inspections which it plans, and inspections undertaken following complaints (to ascertain whether such complaints are justified and ensure, if necessary, that the Act is enforced), serious accidents (to determine their causes and avoid a recurrence of them), and when an employee exercises his right to refuse to do work.

Inspectors' Powers and Obligations

When they intervene, inspectors of the CSST have the same power of inquiry and general powers as a commission of inquiry, except that they cannot impose imprisonment. They are empowered to make rulings and may issue notices to rectify a situation, while establishing the means, conditions and deadlines for making such corrections. The Commission's inspectors may also issue orders, under which they can suspend work, close a work place, affix seals or confiscate material.

The Act also imposes certain obligations on labour inspectors. During the course of their work, they are obliged to act openly to everybody's knowledge, put their decisions in writing, justify them, and transmit the results of their investigations to those concerned. There are also very strict constraints respecting deadlines for intervening.

The Act prohibits anyone from preventing an inspector from carrying out his duties. It further stipulates that the orders or decisions of inspectors are enforceable and must be complied with as long as they have not been changed.

Protection of Workers

Workers are considered to be at work and are therefore entitled to their wages and related benefits during a suspension of work or a closing ordered by the inspector.

Right of appeal respecting decisions rendered by inspectors

The orders or decisions of inspectors are enforceable. However, workers, representatives of prevention committees or their substitutes, or employers can request that the regional chief inspector review them.

The orders or decisions of regional chief inspectors are enforceable, but may be appealed before the assistant to the vice-president for inspection.

The Commission's decisions are final and cannot be appealed.

Services for Accident Victims (Compensation)

An ounce of prevention is worth a pound of cure, or so goes the old adage. It is impossible to avoid everything, and accidents and problems are bound to crop up, in which case a cure will have to be found. Workers who are victims of occupational accidents or illness can take advantage of medical assistance, indemnity and rehabilitation programs.

Beneficiaries

The Workmen's Compensation Act covers all workers in Québec, including agricultural workers and students undergoing unpaid training in the work place, but excluding professional athletes and domestics.

Employers, associates and company directors can, if they wish, obtain personal protection by applying to the Commission.

Notice of a Work-Related Accident

Within two working days, the employer must inform the Commission in writing of any accident which is preventing one of his employees from earning his full wages or which necessitates medical attention.

The Worker's Choice of a Doctor

Within six days of the first treatment, consultation or examination, the doctor chosen by the worker must forward a medical report to the Commission.

Medical Records

Reports submitted to the Commission by a doctor, practitioner or expert are confidential and cannot be consulted by anyone without the worker's express consent. The worker may consult his medical record at any time. However, the Commission must transmit the medical report on the accident to the doctor designated by the employer, when the latter requests that it do so.

Medical Aid

The CSST assumes the full cost of medical expenses occasioned by a work-related accident or occupational illness.

Compensation

A worker who is temporarily totally disabled through a work-related accident receives 90% of his net wages, up to an insurable maximum — $29 000 in 1983. The employer pays benefits for the first five working days following the accident; the CSST subsequently reimburses the employer and, if the disability continues, then pays the indemnity directly to the beneficiary.

Where the worker is permanently disabled, he receives a monthly pension for life equivalent to 90% of his net income, in the case of total disability, or according to the degree of disablement, in the case of partial disability. If the pension amounts to less than the maximum set by the Commission, the amount will be capitalized and paid to the worker in one lump sum.

In the event of fatal accidents, the Commission also pays various indemnities to dependents of the deceased worker (the surviving spouse and children) and provides a sum to cover funeral and interment costs. Indemnities and pensions paid by the Commission are tax free, and cannot be seized or transferred.

The Act respecting indemnities for victims of asbestosis and silicosis in mines and quarries does, however, provide for exceptions with respect to workers afflicted with a permanent disability resulting from silicosis or asbestosis which has been established by medical diagnosis. Such victims are entitled to a lump sum proportional to the degree of their permanent disability. Should they lose their jobs because of such disablement, they are entitled to an additional indemnity equivalent to 90% of their net income.

Physical or Social Rehabilitation

The Commission provides beneficiaries with the physical rehabilitation services necessary to reduce or eliminate as far as is possible any disability resulting from an accident. It also offers social rehabilitation services to help accident victims resolve personal, family, social or vocational problems.

The Commission administers financial assistance programs designed to encourage the return to work of a beneficiary who cannot resume his employment or who, in the opinion of the Commission, must change occupations. If need be, such beneficiaries may take advantage of a residential adaptation program.

Right to Appeal Decisions Respecting Compensation

Anyone who is not satisfied with a first decision by the Commission regarding compensation for an accident at work may ask for a review and, as a last resort, may appeal to the Commission des affaires sociales.

Financing of the Commission's Activities

Workers do not contribute financially to the protection afforded them under legislation administered by the Commission. Prevention and compensation programs are financed from annual contributions paid to the Commission by employers. The government assumes the full cost of inspection services.

Legal Protection of Workers

The Act respecting occupational health and safety also protects from any penalty workers who, in good faith, exercise their functions or rights with respect to occupational health and safety.

A worker who believes that he has been illegally laid off, dismissed, suspended, moved or subjected to a discriminatory or disciplinary measure for having exercised a right or function recognized by the Act has the right of recourse.

— He may lodge a complaint in writing with the labour commissioner-general within 30 days;

— or have recourse himself, or through his accredited association, to grievance procedures. The worker must choose between the two; if he submits a complaint to both authorities, the abitrator is obliged by the Act to refuse to hear the grievance.

Regionalized Services

The Commission has regionalized the services it provides workers and employers with respect to occupational health and safety. Twelve regional branches cover Québec.

Each branch has prevention, inspection and compensation teams, which serve the population in their area.

To obtain prompt, efficient service in the realm of occupational health and safety, workers, employers, union or management associations, attending physicians or anyone else concerned with occupational health and safety should contact the nearest regional office.

Abitibi — Témiscamingue

— Rouyn
33, rue Gamble Ouest
Rouyn (Québec)
J9X 2R3
(819) 762-4391

— Val d'Or
900, 5ᵉ Avenue
Val d'Or (Québec)
J9P 1B9
(819) 824-2724

Bas Saint-Laurent — Gaspésie

— Rimouski
180, rue des Gouverneurs
Rimouski (Québec)
G5L 8G1
(418) 722-3717

— Gaspé
155, boul. Gaspé
Gaspé (Québec)
G0C 1R0
(418) 368-5510

— New Richmond
200, boul. Perron Ouest
New Richmond (Québec)
G0C 2B0
(418) 392-5091

Côte-Nord

— Sept-Îles
Au Grand Passage
690, boul. Laure, bureau 20
Sept-Îles (Québec)
G4R 4N8
(418) 962-7031

— Baie-Comeau — Hauterive
300, boul. Lasalle
Baie-Comeau (Québec)
G4Z 2K2
(418) 296-8626

— Havre Saint-Pierre
796, de l'Escale, 2ᵉ étage
Havre Saint-Pierre (Québec)
G0G 1P0
(418) 538-2132

Estrie

— Sherbrooke
1335, rue King Ouest
Sherbrooke (Québec)
J1J 2B8
(819) 567-3905

Île-de-Montréal

— Montréal
2, Complexe Desjardins
Tour de l'Est, 27ᵉ étage
C.P. 3, Succursale Desjardins
Montréal (Québec)
H5B 1H1
(514) 873-3990

Laval — Laurentides

— Laval
1700, boul. Laval
Laval (Québec)
H7S 2G6
(514) 668-7400

— Lanaudière
373, boul. Manseau
Joliette (Québec)
J6E 3C9
(514) 759-8080

Longueuil

— Longueuil
25, boul. Lafayette
Bureau 500
Longueuil (Québec)
J4K 5B7
(514) 679-8390

— Granby
391, rue Principale
Granby (Québec)
J2G 2W7
(514) 378-7971

— Sorel
26, place de l'Entraide
Sorel (Québec)
J3P 7E3
(514) 743-2727

— Valleyfield
157, rue Victoria
Valleyfield (Québec)
J6T 1A5
(514) 371-8911

Mauricie — Bois-Francs

— Trois-Rivières
1055, boul. des Forges
2^e étage, bureau 200
Trois-Rivières (Québec)
G8Z 4J9
(819) 373-1255

Nouveau-Québec

— Cité ouvrière LG-4
La Grande
Baie-James (Québec)
J0Y 3E0
(0) 854-4175

Outaouais

— Hull
15, boul. Gamelin
Hull (Québec)
J8Y 6N5
(819) 770-3134

Québec

— Québec
1, Parc Samuel-Holland
Bureau 340
Québec (Québec)
G1S 4R7
(418) 643-5860

— Thetford Mines
693, rue Saint-Alphonse Ouest
Bureau 79
Thetford Mines (Québec)
G6G 3X3
(418) 338-4652

Saguenay — Lac Saint-Jean
— Chicoutimi
Petit Mall
326, boul. des Saguenéens
2ᵉ étage
Chicoutimi (Québec)
G7H 6P8
(418) 545-9740

— Saint-Félicien
913, boul. Sacré-Coeur
C.P. 1016
Saint-Félicien (Québec)
G0W 2N0
(418) 679-5463

Publications

Code	**Title**	**Price**
2871-2	Building Code 1977, 604 p., index, 24 cm, hardback	$7.00
4749-8	Plumbing Code 1980, 271 p., tables, 21 cm, spiral binding.	$3.50
4990-8	Labour Code 1980, 60 p., 24 cm	$2.85
10744-1	Loi annotée sur les accidents du travail 1981, 260 p., 24 cm	$15.00
4720-9	Act respecting occupational health and safety 1979, 81 p., 24 cm	$2.80
1758-2	Lexique de la prévention des accidents 1973, 137 p., ill., 22 cm	$2.00

Chapter 5

Income Security

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What is Meant by "Income Security"?

Income security means the ability of each individual or family unit to have available necessary financial resources to meet essential living requirements at all times.

The Québec government, acting alone or in conjunction with other agencies, administers a number of programs designed to provide income security. It is important for you to familiarize yourself with them.

The Québec Pension Plan

Bill Johnson has worked hard all his life; he is now 65 years old and has decided to retire. How will he be able to manage?

Mrs. Smith is the mother of six small children and her husband has just died, leaving her very little money for current living expenses, and she cannot seek outside employment. Will she be able to get help from the government in order to make ends meet?

John H., age 35, has become totally disabled as a result of a serious accidental injury and is now

Income security: plan now for a worry-free retirement.

unable to work. How will he be able to ensure a decent lifestyle?

The Québec government can indeed come to the rescue in the typical cases illustrated above. In fact, the Québec Pension Plan (administered by the Régie des rentes du Québec) was set up for the specific purpose of offering workers and their dependants basic protection against the loss of income resulting from retirement, death or disablement. Here is how the Plan works.

Contributions

As did Bill Johnson prior to his retirement, or the husband of Mrs. Smith before his untimely death, or John H. up to the time or his crippling accident, all persons between the ages of 18 and 70 who derive income from employment over and above a basic minimum figure are required to pay contributions to the Québec Pension Plan fund. These contributions are withheld at source by the employer.

Contributions paid into the Plan fund in this manner are not refundable. Similarly, voluntary contributions are not allowed under the Plan.

The Social Insurance Number (SIN)

If you are over 18 years of age and employed, you are required to have a card issued in your name indicating your social insurance number (SIN). The SIN is of utmost importance since it enables the Régie to record earnings and contributions for each individual worker.

SIN application forms may be obtained at any Government of Canada Employment and Immigration Centre.

Employer's contribution

Employers must pay the Minister of Revenue an amount equal to that withheld from the earnings of each employee.

Self-employed workers

Self-employed workers must pay an annual contribution to the Minister of Revenue. For the purposes of the Plan, the earnings of a self-employed worker are the net income from all of his business activities, calculated in accordance with the Taxation Act.

In certain cases, however, self-employed workers may recover a portion of their paid contributions from the Québec government.

Additional information

Further information concerning contributions may be obtained from any office of the ministère du Revenu du Québec.

Contribution year

The contribution year is a vital factor in calculating your pension benefits; it is therefore essential that this term be clearly defined within the context of the Québec Pension Plan.

The contribution year is a year in which you have made a contribution to the Plan on pensionable earnings in excess of your personal exemption, the latter determined annually by the Régie des rentes. It may also be a year which has been assigned to you following a division of earnings (see page 125).

It is not necessary to contribute every week or every month; a single contribution based on earnings in excess of your personal exemption is sufficient to qualify as a contribution year.

The above exemption may be reduced if the contributor is not eligible to participate in the Plan for an entire calendar year. This will occur at such time as the worker begins to receive a retirement or disability pension, or ceases to be disabled, dies, or reaches the age of 18 or 70 during that year.

Bear in mind that a year in which your earnings are less than the amount of your personal exemption is not considered to be a contribution year, even if contributions have in fact been made.

In such cases you may apply for a refund of paid contributions when filing your income tax return.

Contributory period

Your contributory period commences on the date of your 18th birthday, or on January 1, 1966 if you reached the age of 18 prior to that date.

It terminates with the month of your death, or on your 65th birthday or, if you continue to contribute past the age of 65 years, the month during which the last contribution is made, and in any event during the month in which you reach age 70.

Keep in mind that any month for which a disability pension was paid to the contributor, or any month for which a family allowance payment was made in the contributor's name for a child under the age of seven, is excluded from the contributory period.

Months to be deducted

In calculating benefits under the Plan, months in which your earnings were either negligeable or nil may be deducted from the contributory period, and earnings for those months can be disregarded; this will have the effect of increasing your average pensionable earnings and thereby increase the amount of your pension.

The months which can be deducted are the following:

— those for which a family allowance was paid to you personally in respect of a child under the age of seven;

— those for which a contribution to the Plan is made after age 65, and

— 15% of the months to be included in the contributory period, provided such adjustment does not reduce the duration of the contributory period to less than 120 months.

Record of earnings

The Régie des rentes du Québec keeps a record of all of your earnings and contributions, posted under your social insurance number in a register called the "record of earnings"; similar records are kept of earnings assigned to a person as a result of a division of earnings as defined below.

This data is used to determine both your entitlement to benefits under the Plan and the amount of such benefits.

You may request a statement of your recorded earnings once a year, in writing; forms for this purpose are available at the following offices of the Régie:

— Régie des rentes du Québec
1000, route de l'Église
4e étage
G1V 2L2
(418) 643-2181

— Régie des rentes du Québec
Case postale 5200
Québec (Québec)
G1K 7S9

— Régie des rentes du Québec
1055, boulevard
Dorchester Est
Montréal (Québec)
H2L 4S5
(514) 873-2433

— Régie des rentes du Québec
Case postale 1055
Succursale "C"
Montréal (Québec)
H2l 4T6

or at any of its regional branch offices shown below:

Chicoutimi
— 50, rue Racine Est
Chicoutimi (Québec)
G7H 1P6
(418) 549-2684

Drummondville
— 147, rue Lindsay
Drummondville (Québec)
J2C 1N7
(819) 472-3357

Hull
— 167, rue Wellington
Hull (Québec)
J8X 2J3
(819) 770-6165

Rimouski

— 92, 2^e Rue Ouest
Rimouski (Québec)
G5L 8B3
(418) 722-3526

Rouyn

— 33, rue Gamble Ouest
Rouyn (Québec)
J9X 2R3
(819) 762-0941

Sherbrooke

— 1680, rue King Ouest
Sherbrooke (Québec)
J1J 2C9
(819) 569-9575

Trois-Rivières

— 1055, boulevard des Forges, bureau 140
Trois-Rivières (Québec)
G8Z 4J8
(819) 378-4519

How to apply

In order to receive a pension or other benefits provided under the Plan you must file an application on forms for this purpose which can be found at any office of the Régie or at your nearest Caisse Populaire.

Your application should be sent in promptly; any delay could cause the loss of one or more monthly pension payments and, in extreme cases, could result in your forfeiting your rights altogether. Therefore, if there is any doubt as to your eligibility the first step is to file your application without delay.

It is also significant to note that the benefits to which you are entitled under the Plan may not be reduced because of any benefits which you may be receiving under another public or private pension scheme.

Benefits

There are six types of benefits available under the Québec Pension Plan. These are:

Retirement pension

This pension is payable to everyone who reaches the age of 65, who has contributed to the Plan for at least one year, and has filed an application to receive it. The amount varies in accordance with the earnings entered in your record.

A voluntary retirement option between the ages of 60 and 70 will come into effect on January 1, 1984.

The retirement pension will then be payable to all persons between the ages of 60 and 70 provided they have ceased working. The full retirement pension, as presently provided for, will be payable at age 65. Pension applicants over 60, but under 65 will have the amounts of their retirement pensions reduced by 0.5% per month in advance of reaching age 65. By the same token, deferred pension applicants will be favoured with an increase by the same percentage for each month subsequent to their 65th birthday.

Death benefits

The Plan provides for payment of a death benefit to the heirs of a deceased contributor or, in some cases, to the person who paid the burial expenses or defrayed to costs of the contributor's terminal illness, provided the latter contributed the the Plan during the period required by law. The amount of death benefit is calculated on the basis of the amounts credited to the deceased contributor's account in the record of earnings.

Survivor's pension

The surviving spouse of a deceased contributor is entitled to pension benefits provided the following conditions have been met:

- the deceased has paid contributions into the fund for the required number of years;
- at the time of the contributor's death, the spouse is at least 35 years of age or, failing this,
- is under 35, but is disabled or has at least one dependent child.

The amount of the survivor's pension is calculated according to the provisions of the Plan, and depending on whether the spouse is over or under 65 years of age.

When you're 65, and if you've been a contributor for at least on year, you'll receive a retirement pension.

Note

The plan provides that in certain circumstances this pension can be paid to a person who, without being legally married to the deceased contributor, has been living with the deceased in a de facto union.

Effective January 1, 1984 the survisor's pension will be increased for beneficiaries between the ages fo 55 and 64.

The amount of pension payable to beneficiaries under 65 is made up of a standard base figure plus an increment calculated on a percentage of the retirement pension which otherwise would have been paid to the deceased. Certain adjustments now make it possible for us to increase this base figure by about $60 effective January 1, 1984; this increase will come into force automatically and requires no special application on the part of the beneficiaries affected by this change.

Deletion of the surviving spouse remarriage clause

Survivor's pension beneficiaries will continue to receive their pensions even if they remarry, regardless of age.

Orphan's pension

An unmarried child is entitled to an orphan's pension if the following conditions are met:

- he (she) is under 18 years of age, or
- he (she) is over 18 but under 25 and attends an educational institution on a full-time basis, and
- the deceased contributor has paid into the Plan for the period required by law.

Pension for the child of a disabled contributor

An unmarried child is entitled to a pension for the child of a disabled contributor if the following conditions are met:

- he (she) is under 18 years of age, or
- he (she) is over 18 but under 25 and attends an educational institution on a full-time basis, and
- the contributor is the beneficiary of a disability pension paid under the Plan.

But please remember

All persons receiving either an orphan's pension or the pension for the child of a disabled contributor are required to furnish proof of school attendance upon request, as a condition to continued pension payment when the child reaches the age of 18. This requirement applies until the age of 25.

Disability pension

A person who becomes disabled is entitled to a disability pension if the following conditions are met:

- he has contributed to the Plan for the number of years required by law;
- he has been officially declared disabled by the Régie;
- he is under 65 years of age.

In order to be declared disabled by the Régie, a person must be suffering from a serious and prolonged physical or mental disability which effectively prevents the disabled person from engaging in any truly gainful occupation.

On January 1, 1984 the egilibity criteria in respect of the disability pension will be relaxed in two significant aspects for persons over 60 years of age.

The first of these relates to the definition of disability. Without relinquishing the principle of permanency, the disabled person's inability to exercise his usual occupation will now be sufficient to qualify him for pension benefits. As it is presently written, the Act stipulates that a disabled person must be incapable of engaging in any type of truly gainful employment.

The second change deals with the number of years of participation in the Plan. Effective January 1, 1984 a person over 60 will be required to have contributed to the Plan for a minimum of one-third of the normal contributory period only (i.e. 6 years in 1983; 7 years in 1984), and will thereby be exempt from the requirement to have contributed during five of the last ten years.

Direct deposit service

All beneficiaries of the Québec Pension Plan can now elect to have their pension payments credited directly to their bank accounts rather than receive them through the mail.

The facility, called "direct deposit service", is free of charge and confidential; it eliminates the risks of pension cheque theft or misdelivery, and you are assured of receiving your pension payments on schedule through your own bank or Caisse Populaire.

To enjoy this convenient service, simply fill out the "Dépôt direct" application form which can be found at all bank or Caisse Populaire branches, or at any office of the Régie des rentes du Québec.

Indexing of benefits

Each year, pension benefits may be adjusted upwards in line with corresponding increases in the cost of living. However, such adjustments do not apply to the orphan's pension or to the pension for a child of a disabled contributor.

The Québec Pension Plan and the Canada Pension Plan

If you leave Québec to take up residence in another province, the full value of your participation in the Québec Pension Plan remains intact. The same principle applies to any person moving to Québec after having participated elsewhere in the Canada Pension Plan.

Benefits are calculated on the basis of contributions paid into both Plans, and pension payments are handled by the Plan to which you last contributed.

Retention of rights

Even if you reside outside Canada you retain all of your acquired rights under the Québec Pension Plan and you can receive pension payments insofar as you satisfy existing eligibility criteria. You must, however, file an application in order to receive any benefits.

Under the terms of reciprocity agreements negotiated by the Québec government with a number of foreign countries including Italy and Portugal, for example, the rights to disability and survivor's pensions and death benefits have been coordinated with entitlement privileges to equivalent benefits offered under the Italian and Portugese state pension schemes.

Accordingly, if you have contributed to both the state pension scheme in one of the above countries and the Québec Pension Plan, you may be entitled to receive benefits as provided under both pension plans.

The Case of the Co-Working Wife

Ever since she was married she has worked as an employee in her husband's grocery store; she was paid a regular salary, but was precluded from participation in the Québec Pension Plan.

She should now take note of the fact that since 1980 her salary, like that paid to any female employee in an unincorporated business, has been subject to the same treatment as those of all employees of the same firm. It is tax-deductible from her husband's income and carries the right to those fringe benefits normally offered, including the right to contribute to the Québec Pension Plan.

The eligibility criteria for both her participation in the Plan and her entitlement to benefits as provided under the Plan are exactly the same as for any other worker. This means that she has the right to qualify for a retirement or disability pension, and her husband or children can also receive benefits in the event that she should die, or become disabled.

Division of Earnings

Have you recently joined the swelling ranks of divorcees? If so, you should bear in mind that in accordance with a special provision which became effective on January 1, 1978 you have the right not only to the usual division of real and personal property, but also to a division of the earnings as shown in the record of earnings maintained by the Régie, provided of course that your divorce is final.

Indeed, any person who has cohabited with a former spouse for at least 36 consecutive months following their marriage which has been dissolved by divorce or annulment subsequent to December 31, 1976 is entitled to a division of earnings.

Whether or not one of the former spouses remarries in no way affects the right to such division.

This provision is designed to allocate a fair share of plan contributions to the non-working spouse remaining in the home, thereby enabling her to participate in Plan benefits as if she had contributed personally.

How to calculate the cohabitation period

For the purposes of calculating the cohabitation period, months of cohabitation are considered to be those during which the former spouses effectively lived together as a married couple in the same household. Under this definition, former spouses are also deemed to have lived together during periods when they were physically separated for reasons of employment.

It should be noted that the year of marriage counts for the full 12 months, while the months of the year in which the marriage was terminated by divorce or annulment are excluded from the cohabitation period.

Method of dividing earnings

The method of dividing earnings is very simple. The earnings of each former spouse as reflected in the record of earnings are added together for each year affected by the division. The resultant annual combined earnings are then divided in half for each year to produce a revised earnings figure for each former spouse which is then posted to the record of earnings under their respective social insurance numbers.

For what periods may division be requested?

Division can be requested for all months during which the former spouses lived together as a married couple.

Note

As the Québec Pension Plan came into force on January 1, 1966, only earnings subsequent to that date are considered for division purposes.

Who may ask for division?

Division may be requested by either of the former spouses or his (her) legal counsel. If the request is not made before the death of a former spouse, an orphan or lawful heir is authorized to do so.

The effects of division

Division can result in revising either the amount of a pension currently payable or the record of earnings of both former spouses. In the latter instance the effect of division will not be apparent until one of the former spouses files an application for Plan benefits. When this occurs, some delay is to be expected before the first pension cheque can be issued.

Note

If you have contributed to both the Québec and Canada Pension Plans, your application should only be addressed to one of them; the other will be notified automatically. Each Plan's administrative staff will then proceed with the earnings division calculation and will send separate statements to the former spouses by registered mail, indicating the status of their respective record of earnings accounts before and after division.

How to apply

Application for earnings division must be made on the form provided for this purpose, within 36 months from the date of final divorce or annulment.

Shortly afterwards the Régie will send each former spouse a statement of admissible earnings before and after division as entered in their respective record of earnings accounts. These statements are sent by registered mail.

The named applicant will then have 30 days from the mailing date of the Régie statement in which to withdraw his application if he so decides.

Chalenging a Decision of the Régie: Case Review and Appeal

If you are dissatisfied with a decision rendered by the Régie you have the opportunity to request a re-examination of your case. These requests must be made within 12 months from the date of the Régie decision in dispute.

If you are still not satisfied with the decision handed down by the Régie after review, you may file for appeal before the Commission des affaires sociales within 90 days from the date of the Régie review decision. All decisions of the Commission sitting in appeal are final and not subject to further appeal action.

Retirement Pension and Group Insurance Plans in the Public and Para-Public Sectors

Important Notice

This section is intended primarily for government employees participating in special group pension plans, but the information given may also be of interest to spouses and children of public servants since in certain circumstances they may be entitled to receive benefits under these plans.

The Commission administrative du régime de retraite (CARR)

This Commission was created to administer the following group of retirement and insurance programs in the public and para-public sectors:

- Government and Public employees Retirement Plan (RREGOP);
- Teachers Pension Plan (TPP);
- Civil Service Superannuation Plan (CSSP);
- Retirement plan for mayors and councillors of Québec municipalities (RRMCMQ);
- Retirement plan for Members of the Legislature;
- Retirement plan for judges and coroners;
- Retirement and pension plan for judges (1978);
- Retirement plan for commissioners of the Commission des valeurs mobilières du Québec;
- Plan to ensure pension coverage for certain teachers (Bill 60, former members of a religious order);
- Particular retirement plans (nine);
- Basic life insurance coverage for civil servants and employees in the public and parapublic sectors.

The information shown below covers only the three major plans, i.e. the RREGOP, the TPP and the CSSP.

1983 Contribution Rates

How much does your retirement pension program cost you? The answer varies according to the type of plan to which you belong.

If your own plan happens to be the RREGOP, the rate of contribution is 7.1% of your eligible earnings net of an annual exemption calculated at 35% of the maximum pensionable earnings under the Québec Pension Plan. For 1983 this exemption is $6 475. Therefore, if your eligible earnings in 1983 were, say $20 000, your contributions for that year would then be calculated as follows: $20 000 − $6 475 = $13 525 × 7.1% = $960.27, the amount you would pay for 1983.

Under the TPP the contribution rate has been set at 8.43% of eligible earnings including the contribution rate to the QPP.

As concerns the CSSP, the contribution rate is 7.88% of eligible earnings including the contribution rate under the QPP.

Retirement Pensions

Persons participating in any of the retirement pension plans managed by CARR are required to meet certain eligibility criteria which may vary from one plan to another, in order to qualify for pension benefits.

These criteria are summarized below:

Under RREGOP

The compulsory retirement age requirement was lifted on January 1, 1983, but for the purposes of setting a reference age for retirement pension entitlement, the normal age of retirement is considered to be 65 years.

An employee having a combined total of 90 in age plus years of servic (e.g., 62 years of age with 28 years of service), is also entitled to receive a retirement pension. However, if an employee is pensioned before reaching age 60, pension payments will be reduced by ½% per month for each month between the date of retirement and his or her 60th birthday.

If the employee opts to retire between the ages of 60 and 65 without having accumulated the required total of 90 in age plus years of service as mentioned above, his pension payments will be reduced by ½% for each month:

— between retirement date and pensioner's 65th birthday, or
— until the factor of 90 has been reached;

whichever occurs first.

Under the TPP

In order to qualify for full and immediate TPP pension,

All FEMALE participants must be:
(a) 65 years of age, or
(b) age 60 with 35 years of service, or
(c) over 55 with at least 32 years of service, or
(d) over 58 with at least 10 years of service.

all MALE participants must be:
(a) 65 years of age, or
(b) no minimum age requirement, but 35 years of service, or
(c) over 55 with at least 32 years of service, or
(d) over 62 with at least 10 years of service.

A FEMALE participant over 50 with at least 22 years of service or a MALE contributor over 55 having a minimum of 22 years of service to his credit are both entitled to take early retirement, provided they accept a reduction in pension benefits amounting to 6% per year in advance of normal retirement age. This reduction will continue to apply until the pensioner meets one of the full pension eligibility requirements listed above.

It is worthwhile noting that under the TPP, these pension benefits are also payable in the event of total disability.

Under the CSSP

In order to qualify for a full and immediate CSSP pension,

All FEMALE participants must:
(a) be 65 years of age, or
(b) by over 60 with at least 10 years of sevice, or
(c) have 35 years of service, or

(d) be over 55 with at least 32 years of service.

All MALE participants must:

(a) be 65 years of age, or
(b) have 35 years of service, or
(c) be over 55 with at least 32 years of service.

A FEMALE participant over 50 with at least 22 years of service or a MALE contributor over 55 having a minimum of 22 years of service to his credit are both entitled to take early retirement, provided they accept a reduction in pension benefits amounting to 6% per year in advance of normal retirement age. This reduction will continue to apply until the pensioner meets one of the full pension eligibility requirements listed above.

It should be noted that as in the case of the TPP, the CSSP provides pension benefits for total disability.

Deferred Pension

A deferred pension is a form of pension paid to a plan participant when he or she reaches a certain age without having satisfied the normal eligibility criteria outlined above.

However, certain minimum requirements must be met in order to qualify for deferred pension benefits; the requirements vary somewhat from one plan to another as will be seen below.

Under the RREGOP, a deferred pension may be granted to an individual leaving his employment who:

— has paid contributions into the plan for at least two years with the same employer (e.g. the same hospital facility), or

— has reached age 45 with 10 years of continuous service with the same employer.

Note
In the latter instance cited above, the employee may opt for a cash reimbursement amounting to 25% of the current redemption value of his deferred pension, provided this does not exceed total contributions paid. If so, the deferred pension will be adjusted accordingly.

The first deferred pension payment will be made as soon as the employee in question reaches age 65.

Under the TPP and CSSP, the deferred pension option may be offered to a person upon leaving his or her employment, regardless of age, who has contributed to the plan for at least 10 years of service.

The first deferred pension payment is then made at age 60 for FEMALE employees, and at age 65 for MALE employees.

Reimbursement of contributions

All of these contributory plans provide for some form of reimbursement under specified conditions.

RREGOP

A participant with less than two years of service at the time of terminating employment can request that his contributions be refunded with accrued interest.

Note

Is the latter instance cited above, the employee may opt for a cash reimbursement amounting to 25% of the current redemption value of his deferred pension, provided this does not exceed total contributions paid. If so, the deferred pension will be adjusted accordingly.

Similarly, a participant under 45 can ask for reimbursement of the total amount of his paid contributions, regardless of the number of years of service.

If, however, the contributor is 45 or over with more than 10 years of service, he can only claim reimbursement amounting to 25% of the current pension amount since in this case the contributor also qualifies for deferred pension benefits.

TPP and CSSP

A participant with less than 10 years of service at the date of terminating employment can apply for a refund of his paid contributions, but under the TPP and CSSP such reimbursement does not include accrued interest.

Death Benefits

RREGOP

In the event of the death of a pensioner or an employee eligible for retirement benefits, his or her surviving spouse (whether legitimate and not divorced, or de facto) is entitled to receive one-half of the current pension paid or payable, as the case may be.

If death occurs prior to qualifying for retirement pension, the surviving widow or widower as defined above and the lawful heirs of the deceased are entitled to reimbursement of all paid contributions plus accrued interest.

RRE and RRF

In the event of the death of a pensioner or an employee whether eligible or not for retirement pension benefits, the surviving widow or widower is entitled to one-half of the pension currently paid or payable, as the case may be.

In addition, each child under the age of 18 at the time of death, or under 21 if regularly attending a recognized educational institution, has the right to receive 10% of the deceased's pension, subject to a maximum combined total of 40% for all of the children eligible. Furthermore, in the absence of a surviving souse or in the event of the latter's death, each of the children meeting the eligibility criteria described above will receive 20% of the pension, subject to a maximum combined total of 80%.

Calculating your Pension Benefits

While all of the above information is most enlightening, it still does not tell you the amount of pension which you will receive. Admittedly, calculating the pension is by no means simple and is further complicated by the fact that these plans are tied in with the Québec Pension Plan. This means that benefits under these plans are adjusted to reflect those payable under the QPP, and the same applies to contributions for that matter.

The following calculations are given for information purposes only; your actual combined pension benefits under both schemes will at least be equal to the annual pension figure produced by the following formula:

RREGOP, TPP and CSSP

Years of service (max. 35) × 2% of Average eligible earnings for the five best paid years = ANNUAL PENSION

This pension will be adjusted downwards to reflect the coordination of benefits payable under these plans (i.e. RREGOP, TPP and CSSP) with those of the Québec Pension Plan.

Indexing of Pensions

That portion of the pension relating to years of service prior to July 1, 1982 is indexed annually as of January 1 on the basis of the Consumer Price Index (CPI) as defined in the Act respecting the Québec Pension Plan.

With regard to the amount of pension earned after June 30, 1982, indexing is computed on the basis of CPI increases less 3%.

In the first year of retirement, pension indexing is done on a pro rata basis, i.e., the number of days from the effective date of retirement to the next January 1.

Rights of Recourse

Any employee or beneficiary who feels he or she has been ill-served by a CARR decision may exercise the right to challenge it, but it is vitally important to comply with the time limits for doing so. Otherwise, recourse may be refused.

RREGOP

Three avenues of recourse are provided under RREGOP:

1. Case re-examination
   This must be requested within one year (365 days) from the mailing date of the CARR decision in dispute, by completing the form "Demande de réexamen" and sending it to CARR.
2. Case review
   If the employee or beneficiary is still in disagreement with the decision resulting from the re-examination, he may file a written request for review by the Comité d'administration of CARR, to be sent within 90 days from the mailing date of the re-examination decision in dispute.
3. Arbitration
   If relief has still not been obtained through the decision handed down following a review, the applicant may request that the Committee appoint an arbitrator. This must be done in writing within 90 days from the mailing date of the review decision, and sent to the Comité d'administration. The decision of the arbitrator is final and binding.

TPP and CSSP

Under these plans there are two types of recourse:

1. Case re-examination
   This must be requested within one year (365 days) from the mailing date of the CARR decision in dispute, by completing the form "Demande de réexamen" and sending it to CARR.
2. Appeal
   If the employee or pension recipient is not satisfied after being notified of the decision reached after this re-examination, he can file for appeal before the Commission des affaires sociales by making a written request to this effect within 90 days from the mailing date of the CARR re-examination decision in dispute. The findings of the Commission ae final and not subject to further appeal

Insurance

CARR also operates a basic group life insurance program for employees in the public and parapublic sectors. In addition, it is responsible for assisting employers in the administration of a variety of salary insurance plans provided for in the collective agreements, although the primary responsibility in this area is borne by employers, not CARR.

It is only in the civil service sector that the Commission assumes full and complete responsibility for laying the groundwork and setting up the health, supplemental life and salary insurance programs called for in the various collective agreements, the day-to-day administration of these programs being entrusted to private insurance companies.

Lastly, CARR is primarily responsible for the smooth operation of management retirement plans and supervises the agreement respecting unemployment insurance premium rebates for all three sectors (the Civil Service, Social Affairs, and Education).

Direct Deposit Service

Quite a part from a host of other services available to all participants in plans administered by CARR, the Commission also offers a facility whereby pension payments can be deposited directly into the pensioner's bank account if he or she so desires.

This direct deposit service is available on an optional basis to all CARR plan beneficiaries; as of August 31, 1982, 30 549 retired employees out of a total of 47 429, or 64%, were taking advantage of this service which affords protection against pension cheque loss, theft, or mail delivery delay from any cause (e.g. labour disputes).

It should also be noted that pension payments under the direct deposit service are made every 14 days. For further information we suggest you call:

- **Division des renseignements**
  et de l'accueil
  (418) 643-4881

or write to:

- **Commission administrative**
  du régime de retraite (CARR)
  2875, boulevard Laurier
  Sainte-Foy (Québec)
  G1V 4J8

Supplemental Pension Plans

If you presently participate in a private retirement pension plan, you may feel secure in knowing that such plans are subject to the provisions of the Act respecting supplemental pension plans.

The Régie des rentes du Québec is empowered to supervise most aspects of private pension plans in the interest of ensuring that your rights are protected.

Statement of Rights

The private plan administrator is required by law to provide you with a statement of your rights containing complete information regarding the benefits to which you are entitled and the financial position of the plan in question.

What Information Should Be Shown?

Your statement of rights should cover the following specific points:

- the total amount of regular contributions which you have paid into the plan, plus accrued interest if applicable;

- the total amount of voluntary additional contributions and accrued interest, if applicable;
- where provided for under the plan, the total amount of employer contributions paid on your behalf, plus accrued interest;
- the percentage of employer contributions refundable on termination of employment;
- the amounts of benefits payable in the event of death, disablement, or leaving the plan;
- the name(s) of your beneficiary(ies) in the event of your death;
- the amount of pension payable at normal retirement age.

In those cases involving uninsured open pension plans (i.e. in which pensions are not covered under a group retirement policy issued through an insurance company and benefits are not pre-determined), the amount of pension obviously cannot be shown. However, for open pension plans offering retirement benefits payable in annual instalments guaranteed by an insurance company, the statement should show the following:

- the amount of pension accumulated as of the statement date;
- the plan's aggregate funding rate, a primary indication of its financial position since in the event of a plan wind-up for any reason whatsoever, your accrued pension credits could be affected;
- whether the plan is coordinated with a government pension scheme and if so, which one. Under most company pension plans, both contributions and benefits are scaled down to reflect the input of government pension plans such as the Québec Pension Plan, the Canada Pension Plan, and the Old Age Security Pension. It is therefore essential for you to know whether your own company plan is coordinated, and in what manner.

When Must the Plan Administrator Give You a Statement of Your Rights?

If you are still working for your employer

Your first statement should be given to you within 180 days of the date of the triennial actuarial evaluation following May 23, 1979. Thereafter, it should be sent to you automatically at least every three years.

The administrator of the plan should also give you a statement of your rights in special cases: death, disability, termination of participation, or termination of employment. He should furnish a statement within 60 days following notice of the occurrence in question.

If you are no longer working for your employer

If this is the case and you wish to obtain a statement of your rights, you should ask for it in writing. The plan's administrator must comply with your request within 30 days of receiving it.

However, if your request is received within the 180 days during which the administrator has to provide participants still working for the employer with their triennial statements of participant rights, the administrator may defer action until the end of this period.

Documentation Your Employer Should Make Available

The documents which you may consult on request are those which the employer or administrator furnishes to the Régie des rentes du Québec. These are:

- the provisions of the plan and all the changes which have been made in it, i.e. the text of the plan itself, which among other things describes the benefits you are entitled to and the conditions for obtaining them;
- the last two certificates of costs, and statements of extracts from the actuarial valuation. These reports deal with the plan's financial position and commitments;
- the last two annual statements in which the administrator certifies that all of the required contributions for the fiscal year have been made. These statements also show the amount of contributions and certify that the plan has been administered in accordance with the law;
- the last two financial statements certified by a chartered accountant in the case of uninsured plans. This will enable you, among other things, to see whether all the contributions have indeed been paid into the plan;
- the last two investment statements showing where and how the administrator has invested the plan's funds;
- correspondence between the Régie and the administrator of the plan over the two years preceding your request. You may not, however, consult any correspondence regarding another participant.

How do you receive information concerning this documentation?

Send a letter to your employer specifying the documents in which you are interested. The employer should comply with your request, at no charge, within 30 days of receiving it. You should be able to consult the documents at the main office of the employer in Québec during normal business hours. If your employer prefers, he may provide you with photocopies of these documents.

Please note that you may request these documents only once in any period of 12 consecutive months.

Information

For further information on the Act respecting supplemental pension plans and on your rights as a participant in a retirement plan, apply to:

— **Service des régimes supplémentaires des rentes**
Régie des rentes du Québec
1000, route de l'Église
6ᵉ étage
Sainte-Foy (Québec)
G1V 3V9
(418) 643-8280

Québec Family Allowances

Québec family allowances are paid monthly to assist Québec families in supporting children under 18 years of age.

Family Allowance Monthly Payments -- 1983

1st child	$ 7.52
2d child	$ 10.05
3d child	$ 12.55
4th and subsequent children; each	$ 15.04

To Whom Are Family Allowances Paid?

To the mother of any unmarried child under 18 years of age. In some cases the allowances are paid to the father or to the person who

If you live in Québec and if you have children under 18, you're entitled to Québec family allowances.

provides entirely or principally for the child's needs.

The person receiving the allowance must of course have her principal residence in Québec, as must the child in whose name it is made.

How to Apply

Simply fill in the appropriate form which can be obtained at any office of the Régie des rentes du Québec. Your application will first be processed for federal family allowances, then forwarded automatically to the Direction des allocations familiales du Québec.

Supplemental Allowances for Handicapped Children

You may not be aware that a supplemental allowance of $82.34 per month (1983 scale) can be paid for each handicapped child, over and above the normal family allowance.

Which children are entitled to this supplemental allowance?

Children under 18 years of age for whom family allowances are already being paid and who are afflicted with a mental or physical handicap affecting their ability to move about, see, or hear.

The supplemental allowance is paid only for children whose normal activities are seriously restricted because of the handicap and whose condition requires special schooling and rehabilitation measures.

To whom is it paid?

To the person who receives the family allowance for the handicapped child and

- cares for the child in the home, and/or
- provides full support for this child.

How to apply for the supplemental allowance?

Application should be made on the form provided for this purpose, obtainable at any of the following locations:

- offices of the Régie des rentes du Québec;
- local community service centres (CLSC);
- social service centres (CSS);
- hospitals.

Family Allowance and Supplemental Allowance Payments

Both types of allowances become payable effective from the month in which your application was received, and are usually paid around the 20th of each month. Please note, however, that payments cannot be made retroactively.

Payments cease the month following the occurrence of an allowance- terminating event, e.g.

18th birthday, departure from Québec, death of the child, etc.

Are allowances taxable in Québec?

There is no Québec income tax payable on allowances paid by either the Québec government or the federal government.

Information

Further information on family allowances can be obtained by contacting the nearest office of the Régie des rentes du Québec or the ministère des Affaires sociales, or from the Direction des prestations at the following locations:

— **2225, boulevard Laurier**
Sainte-Foy (Québec)
G1V 2L2

— **C.P. 7777**
Québec (Québec)
G1K 7T4
(418) 643-5185

In communicating with us, it is important to give the reference number appearing on your family allowance cheque. You should also add:

- your first name;
- your family name as shown on the allowance cheque;
- the first name of your spouse;
- your complete mailing address, and
- your telephone number.

You Have the Right to Challenge a Decision Made by the Régie

If you are dissatisfied with a decision of the Régie concerning your allowance, you may request the Régie to review your case by applying within 90 days. Similarly, if you wish to challenge the decision resulting from this review, you can then file for appeal before the Commission des affaires sociales, whose decision is final and not subject to further recourse.

Availability Allowances

If you presently receive a family allowance for one or more children under six years of age you can claim an allowance when filing your provincial income tax return, as follows:

$300 for one child,

$500 for two children,

$100 for each additional child under six years.

You must, however, choose between this availability allowance and the child care expense deduction which allows you to claim $2 000 per child up to a maximum of $6 000 against your taxable income.

How to claim the availability allowance?

Simply fill out the availability allowance form and attach it to your income tax return.

This form is sent out before February 15 of each year to approximately 425 000 families known to have children under six years of age.

Please note that the availability allowance is tax exempt.

Social Aid

As you may know, social aid programs are now administered by the ministère de la Main-d'oeuvre et de la Sécurité du revenu.

Social aid offices are now called Travail-Québec centres, the latter having been created by merging social aid offices with Québec manpower centres. For information about social aid you should therefore contact your local Travail-Québec centre.

Eligibility Criteria

Owing to the uncertanties of the current socio-economic situation, almost anyone (a salesman, technician, architect or even executive) can suddenly find himself without work and deprived of income.

If it should transpire that one day you find yourself in a similar plight, i.e. jobless and without sufficient income to provide a living for yourself or your family, you can, as a last resort, apply for social aid and be entitled to receive it.

Any family or single person with no income, or whose income is inadequate to meet essential needs, is eligible for social aid.

The FAMILY comprises the couple, with or without children, or the single adult living alone or with dependent children. A single mother and her child constitute a family even if the mother is under 18; the DEPENDANT CHILD is defined as one who is younger than 18 or, if over 18, is attending an educational institution.

A person is considered SINGLE if he is not part of a family. The same holds true for the child who is no longer a dependant (18 or over), even if he is still living at home.

Your Obligations

To receive social aid you must fulfil certain requirements, primarily the following:

— furnish all the information and documents needed to assess your aplication;

— notify your local office without delay concerning any change in your situation which could affect the amount of assistance approved in your case. You are also required to complete in full the statement of beneficiary which accompanies your monthly cheque, answering all of the questions listed, and returning

Social aid benefits are paid out at the end of each month.

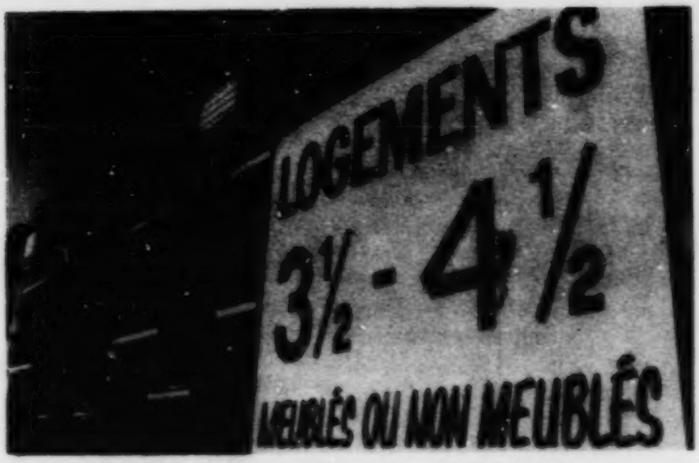
it within the stipulated time limit. To forget or to neglect to do so could result in your social aid cheque being held back.

— If you are able to work, you must seek acceptable employment and follow through on the suggestions proposed to help you enter or return to the work force. Any person who refuses to comply with these requirements or who declines or leaves employment may be subject to penalties that could, in certain cases, result in the complete cancellation of social aid benefits.

Basic Needs

First and foremost, social aid provides for your ordinary needs: housing, food, clothing, heat, electricity, and personal household necessities.

The ordinary needs of a household are determined by the number of persons in it. The basic scale of social aid payments for ordinary needs in the months of July, August, and September 1983 was as follows:



Social aid is first of all for meeting your ordinary needs — like paying the rent.

ADULTS	DEPENDANT CHILDREN	MONTHLY SOCIAL AID BENEFITS
1	0	$403
	1	$548
	2 or more	$594
2	0	$640
	1	$692
	2 or more	$734

A single person under 30 received $147 monthly; a couple in the same age category received $294.

Social aid benefits are indexed every three months.

Particular circumstances

In certain instances the amounts allotted for ordinary needs may differ from those indicated in the preceding table. You should consult your social aid officer or contact the nearest Travail-Québec centre in order to be certain of the amount applicable in your specific situation.

Special Needs

In addition to meeting your ordinary needs, social aid may also be able to cover certain special needs if you can prove their necessity. They will then be provided for by social aid, but only after prior approval has been given by your local Travail-Québec centre, unless there is a particular urgency warranting immediate action.

These special needs are covered to help you maintain your own health and that of your family

— Social aid will then cover:

- certain prescription drugs;
- dental services and eye glasses in accordance with an established rate scale; protheses and ortheses which are not covered under the Régie de l'assurance-maladie may also be authorized;
- orthopedic shoes and plantar ortheses in line with the established rates;
- transportation costs and living expenses incurred in connection with treatment by a physician or dentist. The cost of transportation is reimbursed up to an amount not exceeding that which would have been spent to consult the health specialist nearest your residence. Moreover, ambulance costs are reimbursed only if a physician confirms that they were necessary. If a taxi is used where public transportation was otherwise available, confirmation by the physician is also required.

Please note that the cost of buying or replacing dental prostheses, glasses, contact lenses and hearing aids or the cost of moving for health or hygienic reasons is covered only if you have been receiving social aid for at least six months. With regard to dentures, they will be covered by social aid at the rate of one upper and one lower for each five-year period.

You will find attached to your monthly cheque a claim slip which is to be presented each time you request any of the following services:

- prescription drugs;
- dental work for persons 16 years of age or over;
- dental prostheses;
- ocular prostheses (artificial eyes);
- hearing aids for persons over 35.

Compensation for losses

In the event of fire or disaster, the resulting loss or damage is reimbursable up to a specified amount. In addition, you may be entitled to receive an indemnity amounting to as much as 10% of the maximum property damage reimbursement to cover temporary expenses during the time needed to relocate.

To cover funeral costs, social aid pays up to $200 for a child aged 0-1, $600 for a child aged 1-5, $800 for a child aged 5-10, and $1 000 if the deceased is over 10 years of age. Before disbursing these amounts, however, social aid will take into account your total liquid and other assets, together with any benefits payable at death which you might have received.

Job search and training incentives

Social aid may cover the costs incurred for vocational training or to upgrade technical skills needed to undertake employment, provided there is no other program available for this type of assistance. It will also cover the expenses incurred in job hunting, starting up or resuming employment, again provided there is no other program available.

Compensation for other needs

The cost of installing or repairing a heating system is covered up to a maximum of $200 in any 12-month period. Social aid will also cover moving expenses incurred following a divorce or separation (up to $200).

What Income Must Be Taken Into Account?

Social aid benefits are intended to bridge the gap between your ordinary and special needs on the one hand, and your available sources of income on the other. Your personal income will therefore be subjected to analysis, but only in accordance with certain established criteria.

Exempt income

Some of your income is not computed for social aid purposes:

- family allowances received from the Québec and federal governments, and the federal child care expense tax credit;
- the work income supplement and the property tax rebate;
- amounts received as a recognized foster family, to provide for the care of a child or an adult;
- money earned by a dependant child while pursuing studies, as well as student loans or scholarship funds;
- income from an inheritance, gift, or trust fund assigned to a dependant child, but not yet released.

Some of your income is only partially taken into account:

- ***Work income, vocational training allowances***

If you return to work after having received social aid benefits for a minimum period of three months, you are entitled to your social aid cheque in full for the month following the month in which you resume employment. In other words, the income earned during the first month of returning to work is not counted for the purpose of calculating the amount of aid you should receive. The same applies to allowances received for vocational training.

— ***Income from roomers and boarders***

This income is also computed in part only, unless these persons are immediate relatives: father, mother, grandfather, grandmother, son or daughter.

— ***Rental income***

If you own a building generating rental income, this income is computed for social aid purposes by deducting your operating costs excluding depreciation. If you reside in the building, these costs are apportioned on the basis of the area occupied by yourself and by your tenants.

All other income is computed in full.

What Property May You Possess?

Property ownership does not necessarily affect your social benefits; certain types of property are fully exempt, while other property is only partially exempt.

Property fully exempt

- furniture and household effects;
- tools necessary for work;
- non-reimbursable capital from a pension earned prior to receiving social aid; for example, your participation in a retirement pension plan.

Property partially exempt

- savings up to $2 500 for a family and $1 500 for a single person;
- the cash surrender value of life insurance policies;
- an automobile;
- a house or working farm, and assets (other than cash) used in connection with a self-employed activity;
- all other forms of property.

If you dispose of any property, the amount realized from the sale will be added to your liquid assets.

Where property is valued in excess of allowable exemptions, the difference is treated as income:

- completely where there is an amount of money involved;
- at 1% per month on excess net worth of a home, working farm or on equipment and materials used in a self-employed activity;

  Example: A family owns a home having a net value of $45 000. The excess of home ownership equity over allowable exemptions is $5 000 in this case, and would be treated as income at 1% per month. The monthly social aid payments to this family would therefore be reduced by $50 (1% of $5 000);

- at 1% per month if representing the excess over market value of other property partially exempt.

  Example: A family owns a summer cottage valued at $6 500. The excess of market value over allowable exemptions for this type of property is $4 000 and would be treated as income at 1% per month. Monthly assistance payments to this family would be reduced by $40 (1% of $4 000).

Where to apply

Simply contact the Travail-Québec centre nearest your home.

The social aid officer will promptly arrange an appointment and will indicate the formalities to be fulfilled. Once assistance has been agreed upon, your social aid officer will also brief you on your rights and obligations as a beneficiary.

Review and Appeal

If you are dissatisfied with the outcome of your application for social aid, you may request the Travail-Québec centre which handled your application to review your case. This request must be made within 60 days from the date of the decision in dispute. Your social aid officer is prepared to advise you regarding this procedure.

If you are still not satisfied after this review, you have 90 days in which to file for appeal before the Commission des affaires sociales. The decision handed down in appeal by the Commission is absolutely final.

Social aid personnel will assist you in every way to exercise your rights, including review and appeal procedures and formalities. Do not hesitate to request their help.

The Commission des affaires sociales

If you are in disagreement with any decision concerning your entitlement to income security benefits (whether social aid, pensions, family allowances, automobile accident indemnities or workmen's compensation benefits), or to public health and social services, you are free to appeal such decisions before the Commission des affaires sociales.

The Commission's Role

The Commission des affaires sociales is in fact an administrative tribunal set up to deal with appeals, requests, or submissions from any person using the network of social affairs services.

The Commission has jurisdiction over the whole of Québec; all of its decisions are final and not subject to further appeal, but it does have the power, if it deems this appropriate, to revise its own decisions.

How to File for a Commission Hearing

Your request must be filed in writing within 90 days from the date of the decision you wish to challenge, stating the circumstances and the grounds for your request.

For Further Information

— **Commission des
Affaires sociales
1020, route de l'Église
2ᵉ étage
Sainte-Foy (Québec)
G1V 3V9
(418) 643-3400**

The Work Income Supplement

If you are a low-income worker constantly confronted with difficulty in making ends meet, the work income supplement may be the solution to your problem.

Eligibility Criteria

If you feel that your situation qualifies you for the work income supplement, obtain an application form which is available at any regional office of the ministère du Revenu du Québec. Each year the precise eligibility requirements for the current year are clearly shown on the form.

If you received the work income supplement in 1982, the ministère du Revenu du Québec will automatically send you the 1983 application form which is to be completed and returned before April 30 at the latest in order to protect your eligibility status.

For Further Information

Contact the ministère du Revenu du Québec at either of the following locations:

— **3800, rue Marly
Sainte-Foy (Québec)
G1X 4A5
(418) 659-6500**

— **3, Complexe Desjardins
C.P. 3000
Succursale Desjardins
Montréal (Québec)
H5B 1A4
(514) 873-2611**

You may also wish to use the toll-free long distance telephone service by dialing "0" and asking the operator for Zenith Revenu-Québec.

Information pamphlets on the work income supplement program are available at all Caisse Populaire branches and Communication-Québec offices.

Income Security for Cree Hunters and Trappers

Office de la sécurité du revenu des chasseurs et piégeurs cris

This agency administers an income security program for the benefit of Cree hunters and trappers, which includes incentives to perpetuate traditional customs and activities.

Information

Information on this program may be obtained from the local administrator or from the following address:

— **Office de la sécurité du**
revenu des chasseurs
et piégeurs cris
1020, route de l'Église
rez-de-chaussée
Sainte-Foy (Québec)
G1V 3V9
(418) 643-7300

Other Sources of Income Security

The Québec Government

Workmen's Compensation

Any worker who suffers injury in a work-related accident is entitled to receive an indemnty or pension; it is the Commission de la santé et de la sécurité du travail which administers these benefits. (See also Chapter 4 on this subject.)

Traffic Accidents

(For information on this subject, see Chapter 11.)

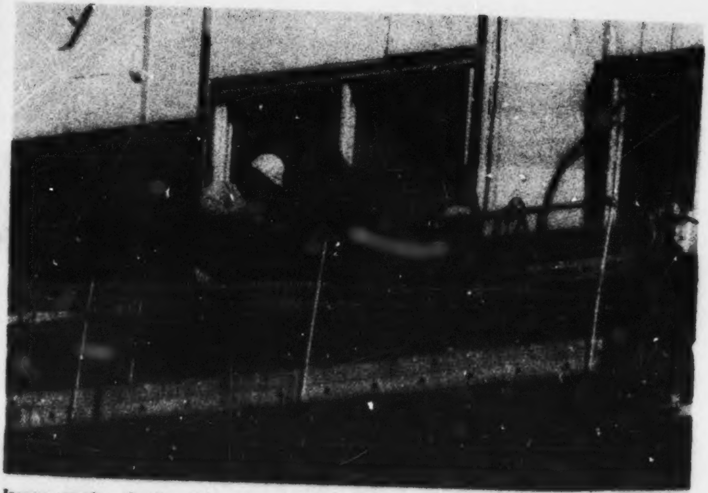
The Government of Canada

Among the major income security programs offered by the federal government, UNEMPLOYMENT INSURANCE enables the temporarily unemployed worker to receive benefits corresponding to a percentage of his or her earnings.

OLD AGE SECURITY is a universal plan and provides persons over 65 years of age with a minimum income to ensure their well-being. If an elderly peson's income is insufficient (for example, if Old Age Security constitutes the sole source of income), the GUARANTEED INCOME SUPPLEMENT will cover the difference between the peson's income and an acceptable threshold which is adjusted periocially to the cost of living.

For the person aged 65 or over who does not have sufficient income and whose spouse is between 60 and 64 years of age, the PROGRAM OF BENEFITS TO SPOUSES OF RETIRED PERSONS will pay the spouse an amount in addition to the pension which the person already receives.

The federal government administers a separate program of family allowances to assist families with children.



Income security: also for victims of on-the-job accidents.

Information

For further information on Government of Canada income security programs, consult your telephone directory.

Publication

Code	Title	Price
19641-8	An act respecting supplemental pension plans, R.S.Q. c. R-17 1981, 27 p., 24 cm	$3.00

Chapter 6

Legal Assistance

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Small Claims Court

You have just spent $400 on automobile repairs, but three days later your car is already on the bum and the mechanic turns a deaf ear to your complaint. What are you going to do? "A lawsuit would be expensive, time consuming and terribly complicated," you say to yourself, "more trouble than the four hundred dollars it's worth to make wheels of justice turn".

If that's your line of reasoning, you simply don't know how the Small Claims Division can come to your rescue.

What is the Small Claims Division of the Provincial Court?

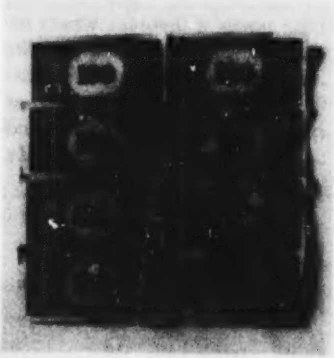
It is a true court of justice for hearing claims to recover amounts under $800; procedures are streamlined, there is no long wait for a court appearance, judgments are handed down speedily and costs are minimal.

Who can bring a Case before the Division?

Any person who wants to claim $800 or less from an individual or a corporation may apply for a hearing before this court. Similarly, anyone being sued for debts of less than $800 before the general division of the Provincial Court may ask that the case be transferred to the Small Claims Division.

Where does one Apply for a Hearing?

Motion must be presented to the Small Claims Division of the Provincial Court in the courthouse of the administrative region where the applicant lives. There are 83 such courts throughout Québec, 11 of which are itinerant.



Someone owes you money? Someone claims you owe them money? If the amount is less than $800, you can take your case to the Small Claims Court.

The Formalities

The person files a small claim with the Court clerk. The form is brief, requiring only the amount claimed, the reasons, as well as the name and address of the person being sued.

Once the claim has been filed, the parties are advised of the date the hearing will take place; a judge will hear the case, weigh the evidence and render a decision, all of which happens without the need for a lawyer!

The Costs

Court costs are nominal: $10 for a claim under $250; $20 for one that amount or over. If you win the case, the fee will be refunded.

So you see, you may not have to dig deeper to get things fixed.

Legal Aid

Julie wants a divorce, which her husband refuses to grant her. She is in need of a lawyer's services and the money to pay legal costs. That, Julie does not have and cannot count on her husband to provide.

Is there no hope?

Fortunately for Julie, there is legal aid.

Legal aid — low-income earners can have a lawyer or a notary work for them for nothing.

What is Legal Aid?

Legal aid is a means of providing the professional services of a lawyer or notary free of charge to people who, like Julie, are economically disadvantaged. It also covers court costs, including that of bailiffs and stenographers.

Who can Qualify?

Anyone who does not have the financial resources to exercise a right, obtain legal counsel or retain the sevices of a lawyer or notary without being deprived of the means of subsistence may be entitled to legal aid.

The person's gross weekly income must not exeed the following:

Any person receiving social aid also qualifies for legal aid.

Remember that family allowance payments are considered in gross weekly income.

Important

Certain circumstances such as indebtedness, the kind of services needed, etc, may mean you are eligible for legal aid. Before concluding that you do not qualify, check with the legal aid office in your area.

What Legal Services are Covered?

Legal aid covers nearly all types of legal proceedings:

Family size	**Gross weekly income**
One person living along	$170
Single person with one dependant	$185
Single person with two dependants	$215
Single person with three dependants	$230
Single person with four dependants	$245
Single person with five dependants	$265
for each additional dependant	$15
A couple*	$185
A couple with one dependant	$215
A couple with two dependants	$230
A couple with three dependants	$245
A couple with four dependants	$265
A couple with five dependants	$285
for each additional dependant	$ 15

* A man and a woman who are married and living together or not married but living as man and wife.

- — family law (separation, divorce, custody of children);
- — social entitlements (unemployment insurance, old age pensions, social aid benefits, etc.);
- — consumer protection (housing, contracts, financing, etc.);
- — property rights (seizure, wills, inheritance, bankruptcy, etc.);
- — criminal law and other matters.

However, this aid does not cover all legal proceedings. You cannot, for example, avail yourself of legal aid to sue for libel, challenge an election result or claim damages for breach of promise, among others.

How do you Apply for Legal Aid?

In order to apply, see the legal aid office in your area (consult the telephone directory under "aid juridique" for the address).

On the application for legal aid, you must provide details about your financial situation and the basis for your claim. You will have to supply all other information requested on the form along with the necessary documents.

The legal aid office must be immediately informed of any subsequent change to the information you gave.

Once your application is granted, the legal aid office forwards a certificate of eligibility to you. This certificate is only valid for the period of litigation set by the office director (a case going to appeal, for instance, means a new application has to be filed).

What to Do if Refused

If your application for legal aid is turned down, you have 15 days to ask that it be reviewed. Your written request must indicate the grounds for a review of the decision. Send it by registered mail to the

— **Président de la Commission**
Commission des services juridiques
2, Complexe Desjardins
Tour de l'Est, 14e étage
Montréal (Québec)
H5B 1B3
(514) 873-3563

A lawyer will study your file. The review committee will examine the lawyer's report and your request, then notify you of its final decision, which cannot be appealed, and the reasons for it.

Legal Aid Contested

Take Julie's case, for instance. She successfully applied for legal aid. However, if her husband feels she has no right to it because he is convinced the financial situation is not in the precarious state she seems to describe, he can contest Julie's right to legal aid. How? He should follow the review procedure outlined above, addressing his request to the legal aid director.

This challenge must bear solely on the degree to which the person granted legal aid is "economically disadvantaged". It obviously has nothing to do with the validity of the claim.

Choosing a Lawyer

Once you have received your certificate of eligibility, you may choose a lawyer. You can select one from those attached to the legal aid service or those in private practice willing to operate within this system.

Remember that you must have the certificate qualifying you for legal aid before choosing a lawyer; otherwise, the service will not pay the fees.

In an emergency, the legal aid office director can issue temporary approval or even make court appearances in criminal cases and subsequently provide a certificate on a retroactive basis, if necessary.

You can have any lawyer you want, but if you pick one in private practice, he must agree to take part in the legal aid system.

Can Legal Aid be Suspended or Withdrawn?

Legal aid can be suspended or withdrawn from a person who, without valid reason:

- fails to provide information or documents needed for the study of the case;
- fails to notify the legal aid office of any change in his or her situation;
- neglects or refuses to exercise all legal rights and recourse available;
- neglects or refuses to cooperate with the lawyer or notary providing legal services in a manner befitting the professional-client relationship.

In the event of a suspension or withdrawal of legal aid, the director advises the person concerned in writing. This notice must cite the grounds for such a decision.

A Free Service

Legal aid is provided free of charge. If you qualify for this service, you will have no fee to pay the lawyer or notary, whether in private practice or attached to legal aid, who is acting on your behalf. Nor will you have to pay court costs, including charges for stenographers and bailiffs. If you lose your case, however, and are ordered to pay costs, you will have to pay court costs as well as the fee of your opponent's lawyer.

Note

If in certain circumstances (for example matters of family law, inheritance or wills), subsequent to the services rendered by legal aid, you obtain money which makes you ineligible for that aid, you may be asked to reimburse the costs incurred that allowed you to get this money.

Yet you will never be asked to pay the fee of the lawyer or notary provided by legal aid.

If a lawyer or notary who agreed to represent you under legal aid asks for payment of fees, refuse to do so and write to the address below, detailing the circumstances of such a request.

— **Commission des services juridiques**
C.P. 123, Succ. Desjardins
Montréal (Québec)
H5B 1B3
(514) 873-3562

Documentation

The Commission des services juridiques publishes various folders and booklets through its Service de l'information:

- What it legal aid?
- Justice has a long memory...
- concerning aspects of criminal law, pyramid sales, drinking and driving, understanding unemployment insurance, court proceedings, what to do when you lose your job... available free of charge by contacting:
- **Commission des services juridiques**
  Service de l'information
  2, Complexe Desjardins
  Tour de l'Est, porte 1404
  Montréal (Québec)
  H5B 1B3
  (514) 873-3562
  or
  873-2206

Voluntary Deposit and Bankruptcy

In our modern society, living on credit is routine. For some people, debt gets to the point where their enraged creditors threaten to seize everything.

Faced with seizure, are there legal steps that can be taken to avoid the worst? Yes, there is voluntary deposit and, strange as that may appear, bankruptcy.

Voluntary Deposit

Voluntary deposit is a measure, unique to Québec, designed to protect wage earners who owe money from having their wages or salary and furniture seized.

In order to pay off debts, a person in this situation can regularly deposit the "seizable" portion of his or her earnings with the Provincial Court. The clerk will distribute this among the creditors.

Who can resort to voluntary deposit?

Any debtor earning a wage or salary who is unable to pay the money owed yet wants to avoid seizure may avail himself of the provisions of the Code of Civil Procedure concerning the voluntary deposit of salaries, wages and earnings.

Registration

The debtor, or legal representative, wanting to register for voluntary deposit must make a sworn statement at the courthouse of his or her judicial district listing the debts and the amount owed each creditor.

Bankruptcy

Bankruptcy allows a person who is insolvent (unable to pay his debts) to put a stop to any legal recourse creditors may take and be eventually freed of part of these debts under certain conditions.

Compulsory and voluntary bankruptcy

Bankruptcy can be either of two types: compulsory or voluntary.

Compulsory bankruptcy is ordered by a court following the claim on the part of one or more creditors that the debt amounts to $1 000 or more. The assets of the person declared bankrupt are seized and put into the hands of the receiver representing the creditors. From that moment on, no creditor can institute proceedings or take action separately against the bankrupt debtor without court authorization.

An insolvent debtor may voluntarily declare bankruptcy and assign his assets to the general benefit of his creditors after trying with them to find another solution. In this type of bankruptcy, the debtor takes the initiative.

What happens when a person is declared bankrupt?

The receiver conducts an inventory of the debtor's assets, sees to their preservation, administers them, recovers those in the hands of others, etc., until such time as liquidation can take place for the general benefit of the creditors.

In principle, a bankruptcy is discharged only after the assets have been liquidated and the creditors paid in full. The bankrupt person, however, may be freed from debt under certain conditions set by the court, such as the partial repayment of amounts owed; this does not apply in the case of corporations, which must fully acquit their debts before obtaining a discharge.

Then the way is open to a fresh start.

Class Action

Three years ago, Anne, her two brothers, three sisters, her aunt Emily and several cousins each bought a Quality car from the same dealer. That got them a good quantity discount. Even if they had purchased a top-notch automobile (doubtful, according to Aunt Emily), resistance to rust left it low on the scale. In fact, after two and a half years, all 12 vehicles looked as if they were Swiss cheese on wheels.

The six brothers and sisters, five cousins and Aunt Emily began to believe they had been victimized.

"What a coincidence that holes as big as your fist appear at the same spots around the same time!"

"Fat chance, Jerry! Have you noticed that all cars of this make are rusted just like ours?"

"I'm mad enough to sue that lame company of a..."

"Me too, I'm going to get them!"

"That's right, each of us is going to file a suit; that means 12 lawsuits. And with the 200 others around here, to mention at least, there will be 212 trails in a row."

"Do you have any idea what it's going to cost each of us?"

"Together, we could buy a bus!"

"Suing is far too complicated. Go ahead if you want to, but as for me..."

That's when Anne, who had remained silent, said:

"I know what we can do! We'll file a class action."

"What kind of crass action?"

"No, Aunt Emily, a class action!"

What is a Class Action?

"Classe action", Anne explains, "is a procedure whereby one person can have the court uphold a right on behalf of a group of people who have been similarly wronged."

"That's us, the group wronged!" added Jerry.

"Not only us but all those people with cars of the same make and model giving them problems like ours."

"If I understand this right, you would be the only one, for instance, to file a lawsuit...'

"... and I would then represent the group (all those seeking to have the same right upheld). If I won the case, everyone would benefit to the same degree."

"But you don't know everyone in that group."

"That doesn't matter, Juliette; you'll understand when I explain the way to go about it..."

"So what do you think — isn't class action the solution to our problems? There would be one case, not 12 or 212; everyone's right would be upheld, even if like Luke they feel court action is too complicated or they are afraid of losing. And with only one suit, costs will be spread among us all."

Who can File a Class Action Suit?

"Anne, are you quite sure that will work in our case, I mean that one of us could..."

"... file a class action suit? Of course. Any person who wants to have a right upheld can bring a class action suit before the court."

"Then an association couldn't take this route?"

"Only if it's a non-profit organization, a cooperative or an employee association."

Class action: you and a group of people with the same claim to make can make that claim together.

Anne is right. Individuals and the associations she mentioned can file class actions. An association must, however, meet certain conditions: it has to be recognized as the group representative; one of its members must be personally seeking redress; lastly, the matter under dispute must be pertinent to the objectives for which the organization was founded.

What to Do

"How are you going to institute class action proceedings, Anne?"

"First, I must apply for authorization to file a class action suit. To do that, I have to entrust the task of preparing my claim to a lawyer. The lawyer can then bring the case before the Superior Court. A class action suit must be brought before this court, the only one empowered to give a first hearing to that kind of lawsuit, even if the claims taken individually would normally come within the jurisdiction of the Small Claims Division of the Provincial Court."

To add to what Anne has said, no class action suit can be brought before an administrative tribunal such as the Commission des affaires sociales or the Régie du logement.

Conditions for Obtaining Authorization

"Under what conditions is someone authorized to institute a class action suit?", Luke wants to know.

" The suit must be reasonable and have a chance of succeeding. Moreover, the claim must involve several people seeking the same redress. Finally, the person filing the class action must be in a position to adquately represent members of the group."

Class Action Allowed

"You applied for authorization and got it; what happens next?"

"First of all, the judge will have a notice published to advise everyone involved that the suit is allowed a court hearing."

How will we be notified?"

"Through an add in the newspapers, a message on the radio..."

"So that's why you don't have to know everyone in our group!" cloncludes Juliette.

"Precisely, And if someone wanted to withdraw from the group, notice to that effect would have to be forwarded to the Prothonotary of the Superior Court. Those wishing to remain in the group need do nothing for the time being. Now is when the group representative may institute proceedings, as for any ordinary suit."

Exercising your Right under the Decision

"Supposing that you win the case; how will the other find out about the decisions and get what is due them?"

"When the judge hands down a decision, an order is also given for publication of a notice to advise group members of its content and the steps they should take to claim what is rightfully theirs."

Who pays the costs?

"That's all fine and dandy, but who has to pay the cost of this class action?"

"The group representative."

"No one else?"

"Something you ought to know is that anyone wanting to file a class action lawsuit can take advantage of financial assistance granted by the Fonds d'aide aux recours collectifs."

The Fonds d'aide aux recours collectifs

"What's the Fonds d'aide aux recours collectifs?"

"It's a corporation that provides help to group representatives lacking the financial resources to defray the costs of a class action lawsuit."

How to get this aid

"If as group representative I want to get financial help from the Fonds d'aide, I can make an application in writing myself or go through my lawyer. The application must provide vital information such as the specific nature of the claim, a description of the group seeking redress, the amount of financial aid requested and the reason it is needed."

With Anne's permission, it should be added that we can contact the Fonds d'aide for details concerning the information required and for free samples of aid applications.

When can one apply for assistance?

"I can apply," Anne explains "at the very outset, before getting authorization to file a class action suit or after that comes."

Study of the aid application

"Once you've forwarded that application, Anne, what happens?"

"The Fonds d'aide studies the request and will summon me, as representative of the group, to provide further details. The decisions on my application for assistance will be taken within a month after it has been received. If turned down, I have the right to appeal before the Provincial Court within 15 days of the date I get the answer from the Fonds d'aide. The ruling of that court is, however, final."

How can the financial assistance be used?

"This financial help, is it to pay your lawyer?"

"Not just for lawyer's fees, but also to cover court costs, fees for any experts, charges for newspaper notices and other expenses of preparing and bringing the lawsuit before the court."

Does one have to repay that aid?

"I presume you will have to pay back any money you receive from the Fonds d'aide"

"On the contrary, if it is used for the purposes provided."

"Even if you win the case?"

"Even if I win. It's the defendant who will in fact be reimbursing the Fonds d'aide if ordered to pay me an amount on top of court costs."

"Now that I've given you the details, do we go ahead with a class action? Since you know as much as I do about the subject, one of you could well be group representative!"

Want to have further information?

Documentation is available from:

- the courthouse in your judicial district;
- the legal aid office in your area;
- the regional offices of Communication- Québec;
- the small claims clerk in your area;
- the Direction des communications, ministère de la Justice.

Or you can always contact:

- **Fonds d'aide aux recours collectifs**
  1, rue Notre-Dame Est,
  bureau 7.91
  Montréal (Québec)
  H2Y 1B6
  (514) 873-4906 (call collect if long-distance)

- **Ministère de la Justice**
  Direction des communications
  1200, route de l'Église
  Sainte-Foy (Québec)
  G1V 4M1
  (418) 643-5140

Chapter 7

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Property Ownership

Lots (cadastres)

The ministère de l'Énergie et des Ressources du Québec sells various official survey documents for properties situated in Québec:

— copies of original cadastre plans. When you order a cadastre plan which shows the original lots, mention the name of the cadastre in which the lot concerned is situated. If you do not know the name of the cadastre, you can obtain if from one of the regional registry offices of the ministère de la Justice or from:

— **Ministère de la Justice**
Direction générale des
bureaux d'enregistrement
1200, route de l'Église
8ᵉ étage
Sainte-Foy, (Québec)
G1V 4M1
(418) 643-4044

— photogrammetric maps showing survey (or cadastral) details. To order these maps, you must give the exact number of the sheet. It should be noted that these maps have no legal validity. Information on how to obtain copies of these maps is available at the addresses given below;

— copies of the book of reference. This book contains descriptions of every lot in terms of adjacent property and abuttals as well as lot dimensions (perimeter and area). Further information can be obtained from the addresses given below;

— copies of cadastre subdivision plans. This type of map gives a very clear illustration of how private property in Québec is divided up. It shows the division or subdivision of one or more lots, giving the numbers of new parcels of land together with their boundaries in relation to the other lots. When ordering, you must always give the name of the cadastre, the range and the number of the lot in question.

Information

For information on cadastral subdivisions, contact:

— **Ministère de l'Énergie**
et des Ressources du Québec
Service du cadastre
2125, rue Branly
Sainte-Foy (Québec)
G1N 4C7
(418) 643-5435

or

— **1, rue Notre-Dame Est**
Place de la Justice
Bureau 8.60
Montréal (Québec)
G1V 4M1
(514) 873-3375

Building a House

Contractors' qualifications

The contractor you engage to build your house must hold a licence from the Régie des entreprises de construction du Québec. Before signing a contract, make quite certain that your contractor has this licence, which is a guarantee of both solvency and competence.

If you are the victim of fraud, malpractice or embezzlement at the hands of a licensed contractor, you may be eligible for compensation since the Régie des entreprises de construction du Québec holds surety which is used precisely for this purpose.

What is more, you can file a complaint with the Régie should the work executed by the contractor fall short of the provisions of the contract.

Where to inquire

If you want to check the validity of a licence or lodge a complaint, contact:

— **Régie des entreprises**
de construction du Québec
Division des renseignements

1100, boul. Crémazie Est
Bureau 201
Montréal (Québec)
H2P 2X2
(514) 725-6433

or

— **690, Grande-Allée Est**
4e étage
Québec (Québec)
G1R 2K5
(418) 643-7150

Building permit

If you are considering building or renovating a house, or dismantling a verandah you no longer use, you must first have a building permit.

You must obtain this permit from your municipality if you intend to BUILD, EXTEND, RENOVATE OR ALTER your property in any way.

The building permit is not just another bothersome paper; it is the only means your municipality has of ensuring that the work you are planning complies with existing by-laws (zoning by-laws, among others) and that the assessment roll is modified accordingly.

If you fail to obtain a building permit from your municipality, any construction work carried out would be rendered illegal and you could be liable to a penalty ranging from a fine to the demolition of the work and restoration of the site to its former state. Much wiser therefore to first have a building permit which costs no more than a few dollars.

Assistance for Homeowners

If you are planning to renovate or improve your house, you may be eligible for financial assistance.

The provincial-municipal property renewal assistance program (Loginove)

Owners of residential buildings (individuals, non-profit organizations or cooperatives) may obtain a renewal grant. This grant is provided by some municipalities after consultation with the Société d'habitation du Québec as part of the Loginove program.

Under the program, grants for eligible work can reach $15 000. A further $4 000 may be added to this figure for work carried out on a dwelling for a handicapped person.

If you would like to obtain such assistance, apply to your municipality which, if it provides these grants, is responsible for the administration of this joint program. Participating municipalities are listed below.

Alma
Amos
Aylmer
Beauport
Blainville
Boucherville
Cadillac
Cap-de-la-Madeleine
Charlesbourg
Chicoutimi
Coaticook
Cowansville
Dolbeau
Drummondville
Farnham
Forestville
Gaspé
Gatineau
Granby
Grand-Mère
Hébertville
Hull
Iberville
Joliette
Jonquière
La Baie
Lachine
Lachute
Lac-Mégantic
La Salle
La Tuque
Lauzon
Laval
L'Épiphanie
Lévis
Longueuil
Louiseville
Malartic
Maniwaki
Mascouche
Matane
Mistassini
Mont-Joli
Mont-Laurier
Montmagny
Montréal
Montréal-Nord
Nicolet
Noranda
Outremont

Port-Cartier
Québec
Rimouski
Rivière-du-Loup
Roberval
Rouyn
Sainte-Agathe-des-Monts
Saint-Ambroise
Sainte-Anne-des-Monts
Saint-Eustache
Saint-Félicien
Saint-Georges
Saint-Georges-Ouest
Saint-Hubert
Saint-Hyacinthe
Saint-Jean-sur-Richelieu
Saint-Jérôme
Saint-Laurent
Saint-Léonard
Sainte-Marie-de-Beauce
Sainte-Thérèse
Salaberry-de-Valleyfield
Senneterre
Sept-Îles
Shawinigan
Shawinigan-Sud
Sherbrooke
Sillery
Sorel
Terrebonne
Thetford-Mines
Trois-Rivières
Val-d'Or
Vanier
Verdun
Victoriaville
Windsor

Residential rehabilitation assistance program

Under this federal program, the Canada Housing and Mortgage Corporation provides financial aid to residential property owners who wish to repair their property.

In certain cases, this federal corporation also grants loans to help finance the work.

Persons wishing to apply for assistance should contact their municipality or their local CMHC office.

Demolition assistance program

Perhaps your neighbour's old shed is treatening to collapse on to your prize tomatoes and should be demolished? If your neighbour is worried that this would cost too much, tell him that he may be eligible for a demolition grant, provided of course that your municipality makes these available.

Municipalities provide these grants for two reasons: by tearing down these ramshackle sheds, the space is recovered for other uses and, at the same time, many firetraps are eliminated.

If you and your neighbour would like to know more, contact your municipality.

Home Ownership Assistance

Mary and Jack have one child and, like so many others, they would like to buy a modest house with a small garden. They have a combined annual income of $20 000. The house they are interested in costs $45 000. They could manage a down payment of $5 000 but have been refused a $40 000 loan because the monthly payments would be too high in relation to their income. All they need really is a little push in the right direction and then they could have their house.

Through the home ownership assistance and Corvée-Habitation programs, the government of Québec can give them the push needed.

Home Ownership Assistance

The government of Québec offers assistance to families who want to buy a home. This can take two forms: reduced interest rates and capital repayment.

The program applies to both new and existing dwellings and even to mobile homes that are to be the principal residence of the buyer.

The dwelling may be a single-family home or part of a multi-family building, or it may be located in a building not used exclusively for residential purposes. It may also be located in an individually owned building, a building held in co-ownership or a housing cooperative with right of occupancy.

Eligibility

You are eligible for this program if you are a Canadian citizen or permanent resident, if you or your spouse has one child under 12 years of age and if neither you nor your spouse has previously owned a principal residence.

The dwelling too must qualify for the program and the following conditions must therefore be met:

— the cost of the dwelling and its value, as established by the lender, must not exceed $60 000, including the value of the lot.

— the purchase must be financed by mortgages totalling at least:

— $10 000 for a new dwelling;

— $6 000 for an existing dwelling;

— $4 000 for a mobile home

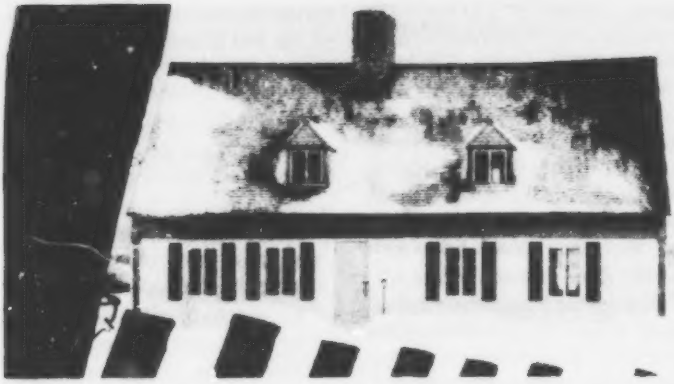
— in all cases the dwelling must be occupied by its owner within the 24 months following its purchase.

— in the case of a mobile home, the purchase must be financed by a mortgage loan insured by a mortgage insurance company.

What aid will you receive?

The program provides a reduced interest subsidy for part of the mortgage loan for a maximum period of five years.

Under this program, the birth or adoption of a child during the 5-year period covered by the grant also entitles you to a refund of part of the capital borrowed to finance the home purchase.



The house of your dreams! Government grants can help you get it.

Are you interested in this program?

If so, make your application right away. You must complete and send the application form no later than three months after occupying the dwelling. The application forms are available at most financial institutions.

For further information, contact:

— **Société d'habitation du Québec**
"Accession à la propriété"
1054, rue Conroy
Bloc, 2, 4e étage
Québec (Québec)
G1R 5E7
643-7676 (for Québec City residents)
1-800-463-4315
(outside Québec City, call toll free)

Corvée-Habitation

You will already have heard of this program. Created to stimulate housing construction, it has the financial participation of construction workers and employers, financial institutions, the Québec government and a number of municipalities. Under this program, the buyer of a new home can benefit from a reduction in the mortgage interest rate.

Eligibility

To be eligible for this assistance, the building being, or to be, erected must be a residential building of at least three storeys, or four storeys, if some of the dwellings are on basement level.

The dwelling must belong to one of the following housing categories: from single-family to 5-plex;

condominium (divided co-ownership); housing cooperative not already subsidized under an existing program; mobile or prefabricated home.

The value of the dwelling, irrespective of category, must not exceed $60 000, excluding the cost of the lot.

Finally, your dwelling will have to be built by workers and employers who participate in the Corvée-Habitation program. It must be financed by a participating financial institution and covered by a certification program for new houses approved by the ministère de l'Habitation et de la Protection du consommateur.

Procedure

If construction on your home began after January 1, 1983, and will be completed by June 30, 1984, contact Corvée-Habitation in order to obtain the three-year 9½ % maximum rate and other special benefits.

In 1983, several municipalities are offering specific benefits to new home buyers.

If you are receiving aid under the home ownership program, you are not eligible for the Corvée-Habitation program.

Where to inquire

Information pamphlets and eligibility application forms are available from participating financial institutions.

For further information, contact:

— **Corvée-Habitation**
1054, rue Conroy
Bloc 2, 4e étage
Québec (Québec)
G1R 5E7
643-7676 (from Québec City)
1-800-463-4315 (outside Québec City, call toll free)

You can also ask your municipality if it participates in the program.

You like the idea of a housing cooperative? Logipop can give you technical and financial help.

Cooperative Ownership

More and more individuals and groups are looking for an alternative to private ownership or rental housing and, for these people, cooperative ownership offers interesting possibilities.

Logipop: cooperative rental housing

Nowadays, tenants rarely find housing that fits both their needs and their financial means. This is where the Société d'habitation du Québec (SHQ) is able to help with its Logipop program. The program gives financial and technical aid to Quebecers with low or modest incomes who are interested in launching cooperative rental housing projects in which the dwellings purchased or built belong to the cooperative which in turn rents them to its members at cost price.

Assistance

To promote this type of cooperative ownership, the SHQ provides assistance to people interested in planning and implementing cooperative rental housing projects.

Technical resource groups

It is no simple matter to set up a rental housing cooperative and bring the project to fruition. It is an undertaking requiring a great deal of time and a thorough knowledge of the procedures to be followed. This is why the SHQ provides cooperatives with the services of professional teams and technical resource groups to assist in the project. In most regions, these teams and groups are subsidized by the Société d'habitation du Québec.

The teams and groups provide the following services:

- information on the legal, technical and financial aspects of implementing a cooperative project;
- advice with regard to incorporation, training of members, organization of the cooperative, selection and purchase of the lot or building;
- technical assistance (supervision of work site, negotiation of contracts, etc.) in implementing and managing the project;
- advice on obtaining financing and the grants provided by the various levels of government.

Start-up Grants

When a rental housing cooperative is being set up, the Société may provide a grant of $500 to help the development of the project.

Capital grant

The cooperative may also receive a capital grant of up to $3 000 per dwelling unit if it can demonstrate that its project is financially viable.

Related programs

Rental housing cooperatives may also receive assistance under four other programs administered by the Société d'habitation du Québec: the Loginove program (assistance for housing renewal), the Rent Supplement Program (financial aid for low-income families), Corvée-Habitation and Logipop.

For further information, contact:

— **Société d'habitation**
du Québec
1039, rue de la Chevrotière
27e étage
Québec (Québec)
G1R 4Z3
(418) 643-2574

Expropriation Tribunal

George's farm is going to be replaced by toll booths and his potato field by a highway, and there is nothing George can do about it. But, he was really upset when told that he would be paid only $20 000 for his farm, new silo, installations and machinery. And so, George appealed to the Expropriation Tribunal.

The Expropriation Tribunal is an administrative board specifically and solely responsible for determining the amount of compensation due to the owner of property which has been expropriated.

When negotiations between a property owner and an expropriator break down, the Expropriation Tribunal calls the two parties to a preliminary meeting, chaired by a member of the Tribunal, at which the parties try to find a way of reconciling their points of view. The Tribunal's technical service, composed of appraisal experts, accountants, engineers and land-surveyors, is available to the parties during the meeting.

If the parties still cannot agree, the case will go before the Tribunal which will then decide the value of the property expropriated and the amount of compensation due, including legal and other fees.

Every decision of the Expropriation Tribunal may be brought before the Court of Appeal.

Where to inquire?

For information, contact the clerk of the Expropriation Tribunal at either of the following adresses:

— **930, chemin Sainte-Foy**
5e étage
Québec (Québec)
G1S 2L4
(418) 643-2063

or

— **1, rue Notre-Dame Est**
Montréal (Québec)
H2Y 1B6
(514) 873-2220

Rental Housing

Leases

A lease is a written or verbal rental contract between a landlord and a tenant. For every rental therefore there must always be a lease. The landlord must give his tenant a copy of the lease, duly signed by both, no later than ten days after the signing. In the case of a verbal agreement, the landlord is still required to provide his tenant with a written document containing his name and address and the mandatory provisions of the lease.

The Régie du logement has devised and distributed a lease form which lists the mandatory clauses common to all residential leases. A blank area on the form is reserved for landlords and tenants who want to include special provisions on the lease. The form also lists the main provisions of the legislation governing relations between landlords and tenants, information which may prove useful.

You can obtain this form from the offices of the Régie du logement or Communication-Québec, and from Caisses populaires Desjardins and branches of the City and District Savings Bank.

Notice to new tenants

At the time of making the lease, the landlord must give the new tenant a written document indicating the lowest rent paid for the dwelling unit in question during the preceding twelve months or, as the case may be, the rent set by the Régie.

Except in cases where the rent has been set by the Régie, the new tenant can apply for a rental review within the ten days following the making of the lease if he considers that his rent is too high compared with that of the former tenant. If the landlord fails to give him the required written notice at the time the lease is made, the tenant then has two months, dating from the start of the lease, in which to apply for a review. Should the tenant find that the landlord has made a false declaration in the notice, he again has two months from the date of discovering this error in which to apply for a review.

Moving in! Do you know everything that's in your lease?

If the dewlling unit is located in a building that has been habitable for less than five years, the landlord must advise the new tenant that his building is exempt from those provisions of the law covering rental review and the setting of rents.

Renewal of lease

When a lease expires, the landlord may extend it on the same conditions, or he may change one or mover of the clauses (rent, term of lease, etc.).

If the landlord wants to change one or more clauses of the expired lease, he must send a notice to the tenant indicating the amount of the new rent or the amount or percentage of the proposed increase, the term of the lease, where applicable and, of course, any changes he wishes to make to the conditions of the lease.

The landlord must send this notice to the tenant between three and six months prior to the expiry date if the lease has a fixed term of twelve months or more, between one and two months prior to expiry if the lease has a fixed term of less than twelve months and between one and two months before the date on which the changes become effective if the lease has no fixed term.

The tenant has one month from the date of the postmark on the envelope containing the notice in which to notify the landlord that he does not intend to renew the lease or that he objects to one or move of the changes the landlord wants to make. If the tenant has no objections to the changes contained in the notice, he need not reply and the lease will be renewed automatically.

When landlord and tenant fail to agree on the new conditions of the lease, the landlord may, within a certain time limit, ask the Régie to set the rent.

Repossession

A landlord is entitled to repossess a rented dwelling provided he does so in order to house himself, members of his family such as parents, grandparents, parents-in-law, children, step-children, son or daughter-in-law or a dependent relative.

If the dwelling is situated in a building of five or more units which is held in undivided co-ownership, authorization to repossess is limited to those who have made an agreement to purchase accompanied by a deposit before June 11, 1981, and who registered the sales contract before December 16, 1981.

To retake possession of a dwelling, the landlord must abide by certain conditions. He must send notice of repossession to the tenant involved six months before the lease expires if it is for more than a six-month term or has no fixed term, or one month before expiry if the lease is for less than a six-month term. A new owner of the building must also respect these time limits. If the tenant agrees to the landlord's request, he must, within one month, confirm his willingness to vacate the dwelling. Failure to reply to the notice will be taken as

No — your landlord cannot throw you out of your apartment overnight! Where he does have power to resume possession of the premises, there are certain conditions he must respect.

a refusal to comply with the request, in which case the landlord must seek authorization from the Régie to repossess the dwelling.

Rent

The tenant must pay his rent on the first day of each month unless the landlord has agreed to some other arrangement. Contrary to what some tenants believe, payment of rent cannot be postponed to some later week. Nor, for that matter, can the landlord require that the tenant pay his rent by postdated cheques.

Subletting

A tenant wishing to sublet his dwelling must send a notice to this effect to the landlord, giving the name and present address of the prospective subtenant. The landlord cannot refuse to allow a dwelling to be sublet without valid reason. If such is the case, he must explain these reasons in writing to the tenant within 10 days of receiving the notice, otherwise the tenant may assume that the landlord approves the sublet.

Régie du logement

The Régie du logement is a Québec government agency to which claims regarding residential leases are addressed.

What applications will the Régie hear?

Besides claims for sums under $10 000, the Régie may hear appli-

Landlord-tenant squabbles? Behold the arbitrator: the Régie du logement.

cations concerning the following, regardless of the amount involved:

- extension of leases;
- setting of rent;
- repossession;
- subdivision or reallocation of a dwelling;
- certain claims common to leases for low-rental housing;
- demolition;
- sale of a building which is part of a housing complex.

Landlords and tenants can therefore ask the Régie to deal with these matters. The services of the Régie are available to them whether or not they have legal assistance and even when no lease has been signed.

Note

A fee of $20 is required of every person, landlord or tenant, who submits a request to the Régie, with the exception of requests concerning the setting of rent and modification of one of the conditions of the lease. The commissioner will decide if the fee is to be refunded to the applicant or divided between the two parties. Only welfare recipients can make application free of charge.

Where to inquire

The Régie du logement serves all of Québec through its network of offices located in the main cities and towns. These offices are open during normal working hours.

To find the telephone number of the office nearest you, look in the blue pages of your directory under Gouvernement du Québec.

A practical guide on landlord-tenant relations, entitled *CLÉ* is available at the offices of the Régie as well as information sheets on the various recourses and obligations of the parties to the lease.

Housing Assistance

The Québec government provides several housing assistance programs which offer direct financial aid to low-income households.

Housing allowances for the elderly (Logirente)

If you are 65 years old or over and spend more than 30% of your annual income on housing, the Logirente program may be of interest to you.

Logirente: if you're 65 or over and half your income is going up in rent...

Whether you are a tenant, homeowner or roomer, the Logirente program may help you to remain in the dwelling of your choice by granting you direct financial aid.

Although Logirente is an SHQ program, it is administered by the ministère du Revenu du Québec.

Are you eligible?

To be eligible for the Logirente program, you must live in Québec and be at least 65 (or reach 65 between October 1 of this year and August 31 of next year). In addition, your annual income between October 1, 1982, and September 30, 1983, must not exceed the following sums:

- $5 800 (for roomers);
- $8 600 (for single persons occupying a dwelling);
- $9 20[illegible] (for couples).

Also, you must be spending 30% of your total annual income on housing.

However, if you are already receiving government housing aid (for instance, if you live in a low-rental housing unit or benefit under the Rent Supplement Program), you are not eligible for the Logirente program.

How to apply

If you would like to receive assistance under the Logirente program, you must complete application form TP-165 and send it to the ministère du Revenu du Québec on or before November 1 (or the date stipulated). The forms can be obtained from the offices of the ministère du Revenu, Communication-Québec, Affaires municipales, Régie du logement, Office municipal d'habitation and from caisses populaires or the Québec Senior Citizens Federation.

If you are already receiving assistance under this program, the form will automatically be sent to you.

How much will you receive?

The subsidy paid to you will represent 70% of the difference between the cost of the eligible rent and 30% of the total eligible income of the previous year.

For example: suppose you have an income of $9 200 (annual income for a couple); take 30% of $9 200, which gives $2 760; subtract this $2 760 from the $3 800 you are paying for your housing unit, and you are left with $1 040; next take 70% of this $1 040; this gives you the amount you should receive, which is $728.

From this figure of $728, you must deduct the real estate tax refund.

It should be noted that landlords may include, in the annual rent costs, real estate taxes, a sum for heating and maintenance and sums paid for a service tax and for mortgage interest. Tenants must not include these sums in the cost of their rent.

Where to inquire

Further information on the Logirente program may be obtained from the ministère du Revenu at either of the following addresses:

— 3800, rue Marly
Sainte-Foy (Québec)
G1X 4A5
(418) 643-6150

— 3, Complexe Desjardins
C.P. 300
Succursale Desjardins
Montréal (Québec)
H5B 1A4
(514) 873-2611

To call long-distance free of charge, just dial "O" and ask for Zenith 6-6360.

Public housing

One of the objectives of the Société d'habitation du Québec is to make low-rental housing available to the population. It does this either by building units in many municipalities and subsidizing the rents, or through the Rent Supplement Program.

Low-rental housing

Low-rental housing enables certain people to enjoy good housing conditions while paying rent in proportion to their income. In most cases, low-rental units are owned by the Société d'habitation du Québec, but they are administered locally by the municipal housing offices which are responsible for selecting tenants. Low-rental housing units come under the terms of the Québec Housing Corporation Act and by-laws.

Who is eligible for low-rental housing?

Low-rental housing is intended for low-income families or individuals who have difficulty finding suitable living accommodation.

It is also designed for the physically handicapped who have trouble finding housing adapted to their needs on the private market.

People whose dwellings have been expropriated by a government agency are also eligible for low-rental housing.

In determining a person's eligibility for low-rental housing, the Office municipal d'habitation takes into account his family situation, income, proportion of income spent on housing, place of residence and condition of the present dwelling.

How much is the rent?

The amount of the rent is based on a person's or family's income and is set by the by-law respecting the leasing of low-rental housing. The difference between the rent paid by the tenant and the real cost of the dwelling is made up by the government.

Where to apply

Check in your telephone directory to see if there is an Office municipale d'habitation in your municipality.

The Office municipal d'habitation will give you a rental application form to fill out. Your application will then be assessed and the Office will inform you of its decision. If you are allocated a dwelling but are currently renting elsewhere, the law allows you to terminate your present lease by sending a written notice to your landlord. Your lease will end as soon as the dwelling is rented to a new tenant, or failing this, three months after the notice is sent to your landlord.

Rent Supplement Program

The Rent Supplement Program is intended for low and medium-income families or individuals living in dwellings administered by housing cooperatives or non-profit organizations, and for physically handicapped persons renting housing from non-profit organizations.

Under the program, rent supplements are paid directly to the organization for dwellings occupied by individuals or families eligible for the program, and the rents they pay are in proportion to their income.

Where to inquire

Families or individuals who think they are eligible for the program can apply for a rent supplement to one of the organizations recognized by the Société d'habitation du Québec: a cooperative, a non-profit organization, a rehabilitation reception centre, a municipality.

Any organization interested in bringing the benefits of the Rent Supplement Program to its users can obtain the documents needed to negotiate an agreement from:

— **Société d'habitation**
du Québec
Direction générale de
la gestion des programmes
1051, rue Conroy
Bloc 2, 4e étage
Québec (Québec)
G1R 5E7
(418) 643-2574

Government Housing Agencies

Société d'habitation du Québec

The Société d'habitation du Québec is a corporation whose function is threefold:

- to encourage renewal within the municipalities of Québec;
- to help Quebecers become homeowners;
- to make low-rental housing available to Quebecers.

The programs implemented by the Société illustrate its principal aims: to improve the quality of housing so that it meets the minimum standards of habitability; to make suitable and affordable housing available to low-income families, retired persons and the handicapped; to provide assistance so that low-income individuals and families can pay rent in proportion to their income; to encourage both individual and group property ownership.

Another aim of the Société is to provide funding for the Corporation d'hébergement du Québec for the establishment of reception centres for the elderly in compliance with the decision of the ministère des Affaires sociales.

Where to inquire

For more information on the Société d'habitation du Québec, contact:

— **Société d'habitation**
du Québec
Direction des communications
1054, rue Conroy
Bloc 2, 4e étage
Québec (Québec)
G1R 5E7
(418) 643-3023

or

— **Société d'habitation**
du Québec
3, Complexe Desjardins
Tour du Nord, 25e étage
Montréal (Québec)
H5B 1E3
(514) 873-8130

Canada Mortgage and Housing Corporation

The Canada Mortgage and Housing Corporation (CMHC) administers the National Housing Act.

Objective

The Corporation's main objective is to promote the construction of new housing, the repair and modernization of existing houses and to improve housing and living conditions.

Programs

To achieve these objectives, the CMHC has set up a series of programs addressed directly to the population. They are designed to promote:

— individual property ownership through graduated payment mortgage loans;

— cooperative property ownership through guaranteed loans and financial assistance;

— housing renewal through grants for the conversion and rehabilitation of existing residential buildings under the residential rehabilitation assistance program.

Where to inquire

For further information on the Canada Mortgage and Housing Corporation, contact one of its regional offices (see your telephone directory).

Energy Conservation in the Home

Energy Conservation

Perhaps you were wondering recently how much you spend on heating and electricity and you proceeded to add up your bills for the year. Probably that was all it took to make you decide to improve your insulation or your heating system, and perhaps even to change your everyday habits. You may be wondering just what you ought to do, where to insulate, how to go about it, and how to improve your heating system.

The January sun is not for basking. The Bureau des économies d'énergie can give you some insulation ideas.

These are the very questions the Bureau des économies d'énergie of the ministère de l'Énergie et des Ressources du Québec can answer. The Bureau provides technical information for homeowners, tenants and contractors with regard to insulation for homes and buildings. It acquaints them with the provisions of the Act respecting the conservation of energy in buildings and of the Consumer Protection Act. It can also give you information about heating systems (existing models, maintenance and conversion) and tips on how to save energy.

While the aid provided by the Bureau does not come in the form of a grant, it is no less useful and might even help you to save money.

For information, contact:

— Bureau d'économie d'énergie
325, avenue Viger Ouest
6^{e}étage
Montréal (Québec)
G2Z 1W9
873-7121 (from Montréal)
1-800-361-5600
(from elsewhere in Québec, call toll free)

Home Insulation

Énergain-Québec

Do you know about the Énergain-Québec program?

This program is offered by the government of Québec through Hydro-Québec.

If you want to insulate your home, have your heating system analysed or simply change the way you use enery, this program will probably interest you since it offers technical and financial assistance to help you do all these things.

Whether you are a landlord or a tenant, just make the call and a specialized technician will visit your home.

Information

Call your regional Hydro-Québec office at the number given on your electricity bill.

Government of Canada insulation grant

The federal government provides insulation grants for homes built before 1971, as well as technical information on insulation, energy use and heating systems.

For information, call:

341-7105 (from Montréal)
1-800-361-2943
(from elsewhere in Québec)

The Act respecting the conservation of energy in buildings

Beginning August 1, 1983, you may, when buying a new home, demand of the builders written guarantees to the effect that your house will be energy efficient and that the minimum appropriate insulation has been installed. The prospective owner of a new house or building, and government or municipal inspectors, have the right to ask the builder, architect and, where applicable, the engineer to provide a document certifying that the building conforms with the regulation on energy conservation in new buildings.

Ask for information from

- your municipality's building inspection service, if there is one,
- or from:

— **Ministère de l'Habitation**
et de la Protection
du consommateur
425, rue Saint-Amable
Québec (Québec)
G1R 4Z1
(418) 643-9471

or

— **255, Crémazie Est**
Montréal (Québec)
H2M 1L5
(514) 873-6576

or

— **690, Grande-Allée Est**
4e étage
Québec (Québec)
G1R 2K5
(418) 643-7150

Contractors must also be licensed by the Canadian General Standards Board.

For information, call 1-800-361-2943, toll free.

Hydro-Québec has accredited a number of competent insulation contractors in connection whith the Énergain-Québec program. You may obtain the names of these contractors by calling the number shown on your electricity bill.

Insulation Contractor's Qualifications

If you are having insulation work done on your house, make certain that the contractor is licensed to do such work. You can lodge a complaint if the quality of the work is not to your satisfaction.

Where to inquire

Contact:

— **Régie des entreprises**
de construction du Québec
Division des renseignements
1100, boul. Crémazie Est
4e étage
Montréal (Québec)
H2P 2X2
(514) 725-6433

Help for Urea Formaldehyde Victims

Everyone knows about the problems caused by urea formaldehyde foam insulation, otherwise known as UFFI.

If you are having problems due to foam insulation in the walls of yours house, you should know that the Office de la protection du consommateur has an office which provides assistance for urea formaldehyde victims.

This office provides, in one single location, all the government services to which you may have recourse. The team comprises employees from the ministère de l'Environnement, the ministère des Affaires sociales, the ministère de l'Énergie et des Ressources, the Société d'habitation du Québec, the Régie des entreprises de construction and the Office de la protection du consommateur.

Where to inquire

— **Bureau de dépannage**
des victimes de la M.I.U.F.
Case postale 1965
Terminus postal
Québec (Québec)
G1K 7M1
643-4745 (from Québec City)
1-800-463-4383
(toll free outside Québec City)

Conversion of Heating Systems

Oil to electricity

Landlords or tenants who want to convert their oil heating systems to a dual-energy system using electricity or to a heat pump should first contact Hydro-Québec.

For information, call the number shown on your electricity bill.

Oil to natural gas

For application forms for grants, call:

— **Montréal**
Gaz Métropolitain Inc.
(514) 598-3333

— **Québec City**
Gaz Inter-Cité
(418) 659-5422

— **Hull**
Gazifère Inc.
(819) 771-8321

— **Rouyn**
Gaz provincial du Nord
(819) 762-0831
(819) 762-0826

— **Trois-Rivières**
Gaz Inter-Cité
(819) 376-4848

Fire Prevention

For information on how to prevent fires, contact your local fire department.

Fire prevention: everybody's business.

Publication

Code	Title	Price
	Housing Legislation: Régie du logement 1980.	

Chapter 8

Consumer Rights

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Professional Services

Agents and Brokers

For your own protection, remember that every person who deals in insurance, real estate or securities must hold a permit from the gouvernement du Québec.

Securities Agents and Brokers

You have just invested your savings in the stock market, and have done this through a stock broker, but the more you think about it, the more doubts you have about the way he has invested your money.

You should know that the issue, purchase and sale of securities (shares, bonds, etc.) must be done in accordance with rules laid down by law, and that if you have questions about the way your broker operates, you can either make a complaint to, or secure information from the Commission des valeurs mobilières du Québec.

The role of this Commission

This body was set up to protect savers by ensuring the proper functioning of the securities market.

It has the power to investigate, and can deny a broker, one of his representatives or an incompetent or dishonest financial advisor, the right to practise his profession.

If it considers it appropriate, the Commission des valeurs mobilières can forbid the purchase or sale of the shares of a company, whether or not it is listed on the exchange, if it feels the company is too risky for investors, or if it has not met the requirements of the law.

If you wish to file a complaint or obtain further information, apply to the

— **Commission des valeurs**
mobilières du Québec
800, place Victoria
Montréal (Québec)
H4Z 1G3
(514) 873-5326

Insurance Agents and Brokers

These are the agents and brokers with whom you are no doubt most familiar.

But perhaps you are less familiar with what you have the right to expect in the way of professional services from these persons. Suppose that one day a very clever broker manages to get you to sign an insurance policy that is far beyond your means and budget, what do you do?

If a broker neglects to include a very important piece of information in your policy, which will prevent you from getting the benefits to which you are entitled, do you have any recourse?

You should know that in the two cases mentioned above, and any time you have reason to question the professional integrity of an insurance agent or broker, you can turn to the Direction générale des assurances at the following addresses:

- **Direction générale**
  des assurances
  Inspecteur général
  des institutions financières
  800, place d'Youville, 8e étage
  Québec (Québec)
  G1R 4Y5
  (418) 643-5786, for personal insurance
  (418) 643-8664, for general insurance

- **Direction générale**
  des assurances
  Inspecteur général
  des institutions financières
  800, place Victoria, 42e étage
  Montréal (Québec)
  H4Z 1H9
  (514) 873-3377

Real Estate Specialists

When you sell or buy a house, you generally deal with a real estate specialist (agent or broker).

You may have problems with these specialists. What will happen, for example, if the agent does not include in your purchase offer that it is dependent upon securing a mortgage at a reasonable rate, or if he does not disclose any interest that he has in the transaction, either as owner of the house to be sold, or as purchaser, even when the Real Estate Brokerage Act requires him to do so?

If you have problems of this kind, or if the real estate professional's actions are damaging to you, you can complain to the

- **Ministère de l'Habitation et**
  de la Protection du
  consommateur
  Direction du courtage
  immobilier
  1045, rue de la Chevrotière
  7e étage
  Québec (Québec)
  G1Z 1E9
  (418) 643-4597

or

- **800, place Victoria, 42e étage**
  Montréal (Québec)
  H4Z 1H9
  (514) 873-3947

Insurance

Who does not have a life insurance policy, fire insurance and automobile insurance? But also, who does not have scores of questions about these policies, considering how complex a field insurance is?

It is precisely to answer your questions and receive your complaints that the ministère des Institutions financières et Coopératives has a Service de renseignements et de plaintes that deals with different kinds of insurance.

Personal Insurance

Almost everyone has some life insurance, but taking out life insurance is no simple matter.

This type of insurance is a long-term investment calling for a rather substantial expenditure; you should thus be fully informed about it before signing a policy. But given the large number of plans, and the complexity of the policies, it is often difficult to make a decision.

Thus, if you are not satisfied with the explanations of your agent or broker, or if you are not sure of what plan to choose, or if you have trouble collecting the benefits to which you are entitled or you think they are not large enough, you can get in touch with the Direction générale des assurances at the following address:

— **L'inspecteur général**
des institutions financières
Direction de l'assurance-vie
800, place d'Youville, 8ᵉ étage
Québec (Québec)
G1R 4Y5
(418) 643-5786

Property Insurance

This general insurance, which is also called casualty (fire, accidents and various hazards) covers physical property.

As with life insurance, the Direction générale des assurances has a Service de renseignements et de plaintes that is available to the public at the following addresses:

— **Direction des**
assurances générales
Inspecteur général
des institutions financières
800, place d'Youville, 8ᵉ étage
Québec (Québec)
G1R 4Y5
(418) 643-8664

— **Direction des**
assurances générales
Inspecteur général
des institutions financières
800, place Victoria, 42ᵉ étage
Montréal (Québec)
H4Z 1G3
(514) 873-3377

Automobile Insurance

Since March 1978, every owner of a motor vehicle in Québec has been obliged to carry public liability insurance that will cover material damage up to at least $50 000.

You are obliged to take out this insurance, and insurers cannot refuse you, even if you are a high insurance risk.

If you are ever refused insurance, or if you have problems with the different policies offered you, or if you have trouble getting satisfactory settlement after an accident, you can apply directly to the Direction des assurances générales at the following addresses:

— **Direction des**
assurance générales
Inspecteur général
des institutions financières
800, place d'Youville, 8e étage
Québec (Québec)
G1R 4Y5
(418) 643-8664

— **Direction des**
assurances générales
Inspecteur général
des institutions financières
800, place Victoria, 42e étage
Montréal (Québec)
H4Z 1G3
(514) 873-3377

If you wish information on automobile insurance, you can also consult the brochure entitled: *Les rouages de l'assurance-automobile* which is made available by the department.

Note:

If you wish more information on the same subject, you can also refer to Chapter 11 under the heading Automobile Insurance.

Protecting your Savings

You have surely asked yourself what would happen if your savings bank should close its doors because of bankruptcy. Would you lose the money you have worked so hard to save?

Perhaps you do not know that the RÉGIE DE L'ASSURANCE-DÉPÔT DU QUÉBEC guarantees every person who has deposited money in a savings bank, a credit union, a trust company or a finance company registered with the Régie, or in a bank, payment on this deposit up to $60 000 (capital and interest) in the event the financial institution should not be able to repay the deposit. These financial institutions are almost all registered with the Régie; you will recognize them from the official seal of the Régie, which they are obliged to display.

Please note that this guarantee does not apply — except under certain conditions — to deposits of money made or payable outside Québec, or to deposits made or payable in foreign currencies.

For More Information

Or if you wish to know if the financial institution to which you have entrusted your money is subject to the Québec Deposit Insurance Act, you can inquire at the

-- **Régie de l'assurance-dépôts**
du Québec
800, place d'Youville
Québec (Québec)
G1R 4Y5
(418) 643-8515

Foodstuffs

Food Quality

For your protection, the Direction générale de l'inspection des aliments of the ministère de l'Agriculture, des Pêcheries et de l'Alimentation exercises control over the quality of your foodstuffs. Thus, inspectors are responsible for supervising the production, processing and sale of meat, dairy products, fish and produce, as well as the inspection of all eating places such as restaurants, hotels and pubs.

Complaints

If you suffer food poisoning after eating certain foods (either at home or in a restaurant), or if you find a fly in your coffee, or if you are suspicious about the freshness of the fish you have just bought, you have not only the right, but the duty, to report this.

You can complain about the poor quality of the food, or the fact that it does not meet accepted standards of composition, labelling, packaging, or even price (in the case of milk).

When it comes to food, insist on the best! And if you have any complaints, contact the Service de l'Inspection at the ministère de l'Agriculture, des Pêcheries et de l'Alimentation.

Then, it is important to get as much information as possible, the name of the product, the brand, price, format, packer, the expiry date (if it is a perishable product), the place of purchase and the exact nature of the problem; and if possible, you should keep the remainder of the product in question, and its container.

How do I make a complaint?

It is enough to lodge your complaint at the nearest office of the Direction générale de l'inspection des aliments, or to contact Communication-Québec, which will transmit your call.

Montréal, Québec, Trois-Rivières, Cap-de-la-Madeleine all have municipal inspection services.

If your complaint concerns the price of milk, you can send it directly to the Régie des marchés agricoles du Québec at one of the following addresses:

— 1020, route de l'Église
Sainte-Foy (Québec)
G1V 3V9
(418) 643-2640

— 201, rue Crémazie Est
Montréal (Québec)
H2M 1L3
(514) 873-4024

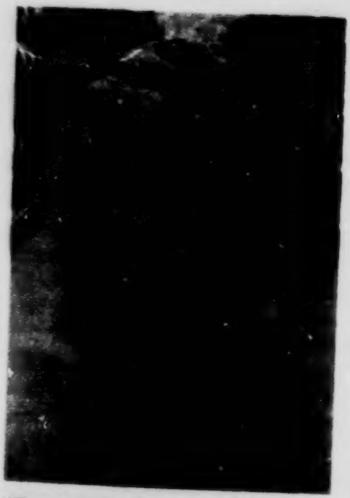
Your complaint will then be taken care of

The Service d'inspection gouvernementale cannot settle individual disputes between dealers and consumers. However, after having assembled all relevant information, an inspector will visit the dealer or manufacturer and carry out an inspection to ensure that other consumers do not suffer the same harm. If necessary, seizures and confiscations will be made, and proceedings instituted against offenders.

As you can see, as consumers you have an important role to play with regard to the quality of foodstuffs.

The Office de la protection du consommateur

The Office de la protection du consommateur comes under the Minister responsible for Housing and Consumer Protection, Mr. Guy Tardif. It was set up to ensure that your rights are respected, and to provide you with the means to act as a consumer. For example, if you wish advice before buying a property or a service, or concluding a contract, the regional bureau of the Office de la protection du consommateur will give you an opinion on a business practice or a product, providing the Office has already analysed it, or has the results of tests made on it.

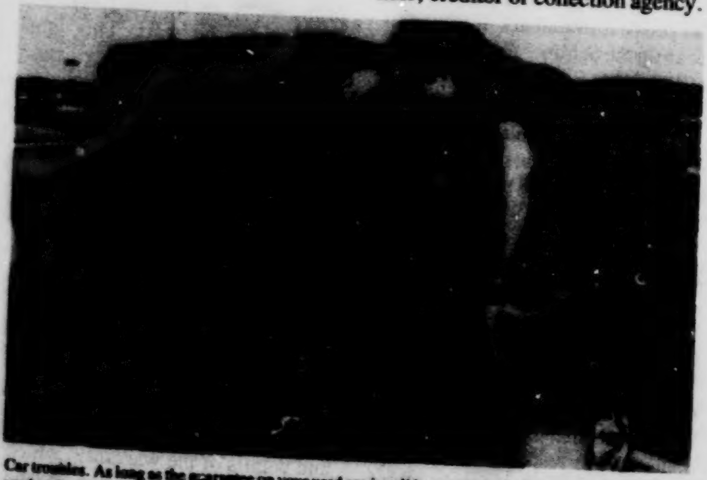


"The consumer" — that's all of us. And the Office de la protection du consommateur was made to respect our rights.

You can also get information on a dealer to find out, for example, if he does in fact hold a permit required by law.

Moreover, if your complaint falls under one of the three laws administered by the Office, that is, the Consumer Protection Act, the Act respecting the collection of certain debts and the Travel Agents Act, personnel of the Office de la protection du consommateur will provide you with all the information you need for the recourse that is available to you.

The Office cannot go to court for you. Nevertheless, if your complaint is well founded, it can give rise to criminal proceedings against the merchant, manufacturer, advertiser, creditor or collection agency.



Car troubles. As long as the guarantee on your used car is valid, you can take advantage of it — whether you're the second owner or the 10th!

In order to assure greater accessibility, the Office has 12 regional bureaus in the principal urban centres of Québec. There is certainly one close to you. (Consult the list at the end of this chapter.)

Cars and Motorcycles

Despite the current economic crisis, the automobile is still a very popular consumer item, and also one that causes a great deal of dissatisfaction among consumers.

"I was cheated, this car is a real lemon!" "It's costing me a fortune in repairs." "The garage dealer didn't give me a warranty." These are some of the remarks that are often heard from consumers.

The Consumer Protection Act has provisions that are designed to clean up the automobile market. Let us hope that remarks of this kind will soon be heard less often.

Please note that most of the provisions regarding cars also apply to motorcycles.

Warranties

Every automobile or motorcycle warranty provided for in the Consumer Protection Act covers both parts and labour.

If you buy a car or motorcycle that is still covered by a warranty, you can insist that the dealer or manufacturer respect this warranty, even if you are the second or third owner of the vehicle.

If your car breaks down while still covered by the warranty, the dealer or manufacturer must assume all reasonable costs for repair and towing. This provision does not apply to motorcycles.

Finally, if your car or motorcycle requires repairs while still covered by the warranty, the dealer or manufacturer must make the repairs without cost, or have them done by someone else and pay the costs himself.

Used Cars and Motorcycles

The label

Used cars are not necessarily all "pieces of junk". To know exactly what you are buying, consult the label that the dealer must display prominently on the used cars and motorcycles he sells. This label should contain all the information you need to make a decision.

The contract

When you buy a used car or motorcycle, you should sign a written contract that includes the following data: the dealer's licence number, the place and date of the contract, your name and address and those of the dealer, the price of the vehicle and the nature of the warranty.

Everything mentioned on the label automatically becomes part of the contract, except for the price and details of the warranty, which are negotiable between you and the dealer. But the dealer cannot offer you a warranty which is less than that provided for by law.

The warranty

The Consumer Protection Act provides for a warranty on used vehicles for a period varying according to the category to which the vehicle belongs; this category is determined by the degree of wear of the car.

Thus, the warranty ranges from 1 month or 1 700 km to 6 months or 10 000 km, depending on whether the vehicle belongs to category A, B or C.

The warranty for used motorcycles is valid for one or two months, depending on whether it belongs to category A or B.

The warranty, however, does not cover accessories not required for the proper operation of the vehicle, damage resulting from improper use of the vehicle, or normal maintenance costs.

On the other hand, the dealer may exclude from the warranty certain defects of a used car, providing these are shown on the label, and you are given an estimate of the cost of repairs.

Finally, if you eventually go to court on the strength of the warranty granted by law, you must take action within three months after you become aware of the damage.

Accommodation sales

At the time you buy a new vehicle, if you re-sell your old car or motorcycle to a buyer whom you have found, but do so through the dealer, this is known as an a accommodation sale. Dealers are not required to give warranties in such cases.

Repairs

You should no longer have any unpleasant surprises when your car or motorcycle is repaired, since these repairs are governed by the Consumer Protection Act, providing the cost is over $50.

The estimate

Before beginning any repairs on your vehicle, the dealer must first provide you with a detailed written estimate of the repairs to be made, unless you exempt him in writing from doing so, or the repairs are made free of charge.

Once you have accepted the estimate, the dealer cannot increase it without your authorization. Nor can he made any repairs not provided for in the estimate, unless you so authorize him.

The bill

Once the repairs are finished, the dealer must provide you with a detailed invoice of the work done and the cost of the repairs. In addition, he must generally give you any parts replaced, if you have asked him to do so before he begins the repairs.

The warranty

Any repair to your car is guaranteed for 3 months or 5 000 km, whichever comes first.

Repairs on motorcycles are guaranteed for one month.

You do have recourse

Even if you have accepted the estimate and paid the cost of the repairs, you do have recourse against the dealer if he has made repairs without your consent, if he has done his work poorly, or if he has charged you more than provided for in the estimate.

Moreover, if you refuse to pay for the repairs, the dealer has no right to keep your vehicle if he neglected to submit an estimate before repairing it, or if he charges an amount higher than the one shown in the estimate or higher than a change to which you have agreed, providing you have paid the amount shown on the estimate you accepted. In case of conflict, you are entitled to the use of your vehicle while the courts are deciding your case.

The sign

Every dealer who repairs cars or motorcycles must prominently display in his shop a sign clearly indicating your rights with respect to car or motorcycle repairs.

Contracts

Have you ever thought of the impressive number of contracts you sign in the course of a year? We need only mention your newspaper subscription, rental of a typewriter, or an automobile, a parking place, purchase of a refrigerator, etc. Still, too many agreements are made without written contracts, and one fine day you will be "had" because you did not sign a piece of paper, or if you did sign one, you did not understand all its provisions.

As far as possible, whenever you make agreements, insist on a written contract. In any event, the Consumer Protection Act requires the dealer to give you a written contract for any of the following:

- — a contract with an itinerant vendor;
- — a credit contract;
- — a contract to purchase a used car or motorcycle;
- — a contract signed with firms, such as language schools, dance schools, health studios, and contracts for the purchase or lease of related materials or equipment.

And do not forget that no offer, promise or agreement prior to a contract for which the Act requires a written document is binding if the offer, promise or agreement is not mentioned in the contract.

The Form of Contracts

It is true that whatever is clearly thought out can be clearly expressed. Remember this when you are reading your contract. It must be written legibly and clearly in French. However, it may be drawn up in another language if you and the dealer so desire.

It must also contain all the information you need to know precisely the extent of your commitments.

Above all, do not be in a hurry to sign, take time to read each provision carefully, and be sure you understand the meaning. Then, ask the dealer to sign both copies, and then you sign them. The dealer should give you one copy of the contract, and keep the other.

You may also ask the dealer to add additional clauses to protect you further, if you think this is necessary.

Mail-Order Purchases

Did you know that you do not have to make either partial or total payment for an item ordered by mail until you have received it, unless the dealer has paid surety to the Office to guarantee the deposits of his customers? Your regional bureau can tell you if he has done so.

Nor will you lose your money if the items you ordered are lost in the mail, or if the asparagus plants you ordered in April do not arrive until September.

You Can Cancel Your Contract

You have just signed your name at the bottom of the last page of a contract, and suddenly you realize you should not have signed. What are you going to do?

Put your mind at rest. Even without giving any reason, you can cancel certain contracts without having to pay anything. But make up your mind quickly, as you have only a specified time in which to act.

— A CONTRACT WITH AN ITINERANT VENDOR (or travelling salesman) can be cancelled within 10 days after you receive a copy of the contract;

— Contracts with organizations such as LANGUAGE SCHOOLS, DANCE SCHOOLS, HEALTH STUDIOS, DATING AGENCIES and their ACCESSORY CONTRACTS can be cancelled at any time, without cost, if you have not begun to receive their services. Ortherwise, you can cancel them under certain conditions (see further on under the heading Contracts for Leasing Services over a Period of Time).

Take your time. You can cancel the contract you made with that travelling salesman any time within ten days after you have received the duplicate.

- CREDIT CONTRACTS can be cancelled within two days following the date on which you receive a copy of the contract.

Exception

You cannot cancel a VARIABLE CREDIT CONTRACT (credit cards, charge accounts in a store, etc.), or a CREDIT CONTRACT FOR THE PURCHASE OF A NEW CAR ON WHICH YOU HAVE TAKEN DELIVERY.

Contracts for Leasing Services over a Period of Time

What Are They?

These are contracts you sign with firms such as language or dance schools, dating agencies, health studios, etc., and the contracts for the purchase or rental of accessory material. The services these firms offer you are spread out over several hours, days, or weeks. You are covered by the Consumer Protection Act if you ever sign a contract with such a firm. It is worth noting that the Act has very specific provisions governing health studios.

Schools, Agencies, Other Organizations

Contracts signed with these organizations should include all the information about your commitment: duration of the contract, number of hours, days or weeks during which services will be provided, the total amount you will have to pay, and so forth.

Deposit

The dealer cannot collect a deposit until you have begun to make use of his services.

Moreover, he cannot insist on payment in a single instalment. The Consumer Protection Act requires that he be paid in at least two roughly equal instalments, and that he bill you at regular intervals.

Cancellation of contracts

For example, if you have signed for a Spanish course but after a few lessons you realize you have no gift for languages, you can cancel the contract at any time. All contracts for services over a period of time can be cancelled at any time.

Are there costs?

You cannot be charged if you have not begun to make use of the services. Otherwise, you must pay for the services you have received. The dealer can also charge a penalty corresponding to the lesser of the following amounts: $50 or 10% of the cost of the services not received.

How do you cancel a contract?

You need only send the dealer the cancellation form attached to the contract, or any other written notification. The dealer then has 10 days in which to return your money.

Health Studios

You want to reduce, or improve your physical condition, but before signing up with a health studio, alert consumer that you are, you wish to sign an agreement that is clear and in accordance with the law.

So it is important for you to know what the law provides in the way of consumer protection when it comes to health studios.

You should know that every health studio must hold a permit from the Office de la protection du consommateur in order to carry out its activities. Contracts with these studios, in addition to the usual information, should show the studio's permit number.

As a wise sports buff, you should know that studios for health and physical conditioning can't plan too far ahead — nor can they make you sign a contract for more than a year.

A health studio cannot sign a contract for more than one year. Nor can it require a deposit from you until you have begun to receive its services. They cannot be paid for in less than two roughly equal instalments for which you are billed at regular intervals.

Cancellation of contracts

You may cancel a contract with a health studio, but only under two conditions:

- if you have not begun to receive the services of the studio, you can cancel the contract without cost;

— if you have begun to receive the services of the studio, you can cancel your contract within a period equal to one-tenth of the term of the contract, from the time that you begin to receive the services; you cannot be penalized for more than one-tenth of the total price provided for in the contract.

How do you cancel your contract?

You need only send the health studio the cancellation form attached to the contract, or any other written notification.

Contracts for Purchase of Material

Even if you have signed a contract with a dealer for the lease of services over a period of time, he cannot under any circumstances compel you to purchase material you already have, or which can be bought elsewhere at a better price.

But if you decide to buy material from the dealer, he must give you a written contract.

You can always cancel the contract if you are not satisfied, but on condition that the amount of the purchase exceeds $100 and that the request to cancel the contract is made within 10 days of the delivery of the material, or within 10 days after the day you begin to receive the services, or within 10 days after your principal contract is cancelled. In the latter case, you must not have been in possession of the material for two months, nor for a period equal to one-third of the term of the principal contract. The shorter of the two terms will apply.

How do you cancel your contract?

The easiest way is to return the material to the dealer. You can also send him the cancellation form attached to the contract, or any other written notification.

You then have 10 days in which you can return whatever you have received from one another (material or money).

Contracts for Rental of Equipment or Services

If often happens that some schools, agencies or health studios will suggest that you rent material or services; a language school, for example, will rent you a tape recorder, cassettes, or make a laboratory available to you. Even if you have signed a rental contract of this kind, you can cancel it at any time by sending in the cancellation form attached to the contract, or by any other written notification.

You will be required, however, to pay for the time during which you have used the equipment, plus a penalty equal to the lesser of the following amounts: $50 or 10% of the cost of the unexpired lease.

If you have leased equipment or services from a health studio, you can cancel the rental contract within a period equal to one-tenth of the term of your unexpired contract; in this case, you cannot be required to pay as a penalty more than one-tenth of the total price of your contract.

Credit

Credit is one of the most common features of our consumer society. Who does not have at least one credit card? Who has never bought a house, an automobile or furniture on credit? Nearly everyone uses credit these days; this method of buying is now part of our way of life.

In an effort to avoid as many complications as possible, the Consumer Protection Act has very specific provisions dealing, among other things, with three types of credit contracts: CONTRACTS FOR THE LOAN OF MONEY (the kind you sign when you borrow money), CONTRACTS INVOLVING CREDIT (the most usual is for instalment buying), and VARIABLE CREDIT CONTRACTS (the kind you sign when you obtain a credit card or open a charge account in a store).

Credit Charges

If you have signed a CONTRACT FOR THE LOAN OF MONEY or a CONTRACT INVOLVING CREDIT you will have to pay credit charges in order to use it. These charges cover interest, administrative expenses, insurance, etc.. They must appear in the contract, expressed in dollars and cents.

If you have signed a VARIABLE CREDIT CONTRACT, you will have to pay the cost of what you have bought. If you are among those who pay their bills within the time allowed, there will be no credit charge, except on advances of money. Otherwise, there will be interest to pay.

Credit charges for advances of money must be paid as of the date the advance is made.

Calculating credit charges

Credit charges must be calculated daily, on the balance remaining on the date of the previous payment. If you pay your debt before it comes due, you will not have to pay any additional charges.

Credit Rates

Credit charges are shown in the contracts in the form of an annual percentage, called the credit rate.

As a general rule, a single credit rate is shown in the contract. One exception to this rule is the variable credit contract with a rate that can be increased after a six-month notice has been sent to the consumer.

Changes to a Credit Contract

If you change your credit contract, with a resulting increase in the rate or charges, the Consumer Protection Act requires you and the dealer to draw up a new contract.

Insurance

You are sometimes required to take out insurance when you sign a credit contract. But, with the exception of savings banks and credit unions, a lender cannot refuse to sign a contract on the grounds you have not taken out insurance through him.

Consequently, if your credit contract is conditional upon your holding insurance, you can fulfil that obligation if you already have insurance.

Dealer-Lender Relations

Did you know that if you borrow money to buy something and you are dealing with a merchant and a lender (a bank, for example) who regularly work together in their business, and if a problem arises, you can use the same means of defence against the lender as against the merchant?

For example, if it should happen that the automobile that the dealer has sold you has a hidden defect, and you are being sued by the bank (the lender) because you have stopped your payments, you can hold the bank responsible for the hidden defect just as though the bank had sold you the automobile.

If, on the other hand, you decide to sue a dealer because of an item for which you have taken out a loan (for example, you wish to cancel a purchase contract because of false representations by the dealer), you can ask the judge to suspend your payments until a decision has been reached in your case, whether or not the lender and the dealer normally work together in their business.

Payments

It is you and the dealer who decide on the date of your first payment. If you have agreed on a date that is more than 35 days after the date the contract is signed, the dealer cannot claim any credit charge for the time between the day the contract is signed and the date the period begins.

If the dealer takes more than seven days to meet his obligation after the contract is signed (for example, the delivery of an item of furniture), he cannot claim any credit charges or demand any payment until that obligation is carried out.

With certain exceptions allowed by law, your contract must provide for a single payment per period. However, there cannot be more than 35 days between two payments, so as not to drag cut your debts forever.

Payments must be equal in the case of contracts for the loan of money, and contracts involving credit. Only the last one can be less than the others.

In the case of variable credit contracts, you must pay either the amount you have spent each month, or the minimum amount required by the dealer.

Once your debt has been paid, ask your creditor to give you a receipt, if he does not do so. Also, ask for any object or document that might have been given as security for payment of the debt.

Statement of Account

If you request a statement, the dealer must give you one, once a month and without charge.

If you find an error in your statement, inform the dealer in writing.

After receiving your notification, the dealer has 60 days in which to make a correction or give the necessary explanations. If he does not do so, he loses the right to take legal action to recover the amount and the related credit charges.

Forfeiture of Benefit of Term

If you cannot make your payments, the dealer can always invoke the FORFEITURE OF BENEFIT OF TERM clause, if it is written into the contract. This allows the dealer to insist on payment of the balance of your debt before it falls due. However, this clause does not take effect until 30 days after the dealer has sent you his statement of account, with a written notice.

Upon receipt of the notice, you can pay the overdue instalments, apply to the court to have the conditions of payment changed or, if the purchase involved credit, request permission to return the thing bought.

You Can Cancel a Credit Contract

A variable credit contract can be cancelled at any time since you can terminate it at will simply by destroying your card and asking the dealer not to renew it.

A contract for the loan of money and a contract involving credit may be cancelled within two days after you have received your copy of the contract. If it is a contract for the loan of money, you either return the money, or you send the dealer a written notice explaining your decision. To cancel a contract involving credit, you either return the item to the dealer, or you send him a written notice informing him of your wish to cancel the contract and return the item.

Note
You cannot cancel a credit contract for a new car on which you have already taken delivery.

Credit Cards

If you have any credit cards, it is important to keep the following points in mind:

The Consumer Protection Act states that no dealer can issue you a credit card unless you have asked for it in writing. Also, he cannot renew it if you inform him in writing that you no longer wish to have it.

On the other hand, the dealer cannot increase your credit limit unless you have specifically asked him to do so.

Moreover, a dealer may not increase the participation or renewal fees, or increase the credit rate, unless he advises you at least six months before the increase is to become effective.

The dealer must also send you a statement of account at least 21 days before the date on which he can require credit charges.

You can also ask for vouchers for each of the transactions charged to your account.

And did you know this one? Nobody may send you a credit card unless you've asked for it yourself.

Credit Records

You may be sure your bank or credit union does not lend you money with its eyes closed; it will first make sure how solvent you are. This is where the credit bureaus come into the picture, those information agencies whose role is to inform lenders, the big stores, banks, credit unions, finance companies, etc.

If you have already borrowed money, you probably have a file at your local credit bureau.

This file generally has information on your reputation, how solvent you are, but especially on the way you normally pay your bills.

You have the right to examine your credit record

The Consumer Protection Act gives you the right to look at your credit file, and to make any corrections and add any comments you think necessary.

If you wish to consult your file, all you have to do is to go to your regional credit bureau, with proper identification. You cannot get any information by telephone.

Since much of this information is often coded, be sure to ask for explanations that will enable you to understand the information, and make sure that it is correct. This is important, because it can harm you.

Warranties

Nowadays we have the impression that nothing we buy lasts as long as it used to. Still, that is no reason why the toaster you have just bought should break down the moment you try to use it, or why the dishwasher should stop working after a short time.

To avoid as much trouble as possible, the Consumer Protection Act provides that warranties should be true, clear and easy to carry out.

These provisions apply to two kinds of warranties: legal warranties and conventional warranties.

Legal Warranties

The legal warranty is a basic warranty required for all goods and services sold or rented by a dealer to a consumer. It applies even if you have been told in writing that what you are buying is not guaranteed.

Under the Consumer Protection Act, you have the right to expect that the thing you have bought will be usable for the purpose for which it is normally intended, for a reasonable time, given its price and the conditions under which it is used.

Moreover, all goods and services must conform to the description of them given in the contract, and to everything that is said or written about them in advertising, or elsewhere. Any advertising about a warranty automatically forms part of the contract. For example, if you buy a dryer at a time when it is advertised as lasting for five years, this verbal guarantee automatically becomes part of the sales contract, even if it is not specifically noted.

Finally, if an article requires maintenance work, parts and repair services must be available for a reasonable time after the purchase. However, the dealer or manufacturer can waive this obligation if he gives you a warning in writing before you sign the contract.

Having gone so far, the Consumer Protection Act certainly does not prevent dealers from giving you a conventional warranty with better terms than the legal warranty.

Conventional Warranties

The conventional warranty is a voluntary warranty that dealers and manufacturers give of their own accord.

If a dealer gives you such a warranty, do not be satisfied with fine promises, insist on having it in writing and make sure the following information is included:

— the name and address of the warrantor;
— a description of the object or service guaranteed;
— the term of the warranty;
— specific mention that the warranty may or may not be transferred to a subsequent purchaser;
— the procedure for having the warranty respected;
— the identity of the person responsible for carrying it out if a defect occurs;
— the obligations of that person.

You should know that if a manufacturer or dealer designates a third party to carry out a warranty he has given, this in no way discharges him of his obligation to you if, for example, this person is not able to repair the defective item.

If a manufacturer gives a warranty on condition that the item or service be supplied by one of his authorized dealers, it is the responsibility of the unauthorized dealer to inform you in writing that the manufacturer's warranty is not valid, otherwise the dealer must himself assume the warranty at his own expense.

No dealer or manufacturer may refuse to respect the warranty he has granted you, on the grounds that you have not returned the validation card.

Finally, no one can oblige you to use a given brand product (for example, a specific detergent for a certain washing machine) for the warranty to be valid, unless the product has been supplied free of charge, or the guaranteed item cannot operate normally without it, or if the warranty is not gratuitous (this would be the case if you selected a service contract in order to extend the life of the warranty).

Carrying out the warranty

No charges can be made for carrying out a warranty granted by a dealer or a manufacturer, unless this has been clearly stated in the document describing the warranty.

Moreover, if you have an item repaired while the warranty is still valid, the term of the validity of the warranty must be extended by a period equal to that during which the dealer or manufacturer has the item in his possession.

You Do Have Recourse

If you have a conventional warranty, you have a right to insist that it be respected.

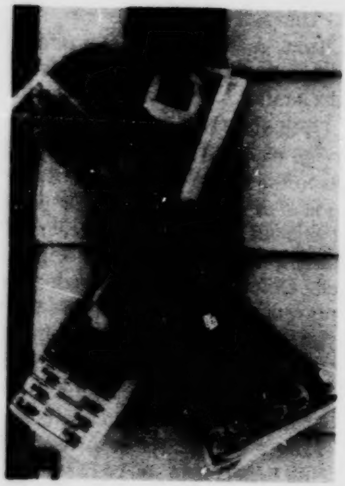
You also have recourse against the manufacturer or dealer if you find there is a hidden defect that you could not detect by an ordinary examination, or if the item you bought was such that you could not make normal use of it over a reasonable period of time.

If you sell the item, the new owner will have grounds for action against the manufacturer, but not against the dealer.

Business Practices and Advertising

Business Practices: don't let anybody fool you!

Our consumer society is crowded with merchants. Consumers are consequently approached from all sides, and sometimes certain merchants think anything is fair if it encourages people to buy.



Poor consumer! They even come after him by mail. But the law insists that all this advertising be accurate.

It is a rare person who has never been taken in by merchants who don't hesitate to use dishonest or misleading practices.

It must be admitted it is hard not to fall into a well laid trap, but you have less chance of being caught if you are aware of the provisions of the Consumer Protection Act designed to prohibit the unfair practices used by merchants and to control other practices which, while not strictly dishonest, can still be misleading.

The Act thus forbids all merchants, manufacturers and advertisers to make any kind of false declaration.

A number of sections of the Act cover practices that can deceive you as to the nature and quality of the goods or services, and their performance, durability, antecedents, description, manufacture, origin, etc. Other sections are intended to prevent practices likely to mislead you as to the price of certain items.

If someone offers you "the chance of a lifetime", just remember that the Act forbids any merchant, manufacturer or advertiser to try to persuade you he has a sensational deal that will make you rich quickly and easily.

The Act also forbids merchants, manufacturers and advertisers to use unfair tactics to get in touch with you in an effort to sell their products, for example, by sending you "for absolutely free examination" a book you have not asked for, and then trying to make you pay for it.

Watch out for pyramid sales

If one morning while going through your mail, you come across a letter asking you to send in a certain amount of money, with the result that you will soon be getting a lot more, you had better turn it down because this is a good way to take your money from you, and also because pyramid sales, chain letters and other sales tactics of this kind are prohibited by the Consumer Protection Act.

Did you know this?

It is absolutely forbidden for anyone to change the speedometer of an automobile to give a false reading of the number of miles or kilometres a car has been driven.

Be alert

No merchant may conceal his business activities behind a façade of charity or good works.

Don't buy pencils, chocolate bars or calendars without looking into the sale. Question the seller, otherwise the money you give may never end up with the charitable organization you wish to help.

No one may use, without proper authorization, the name of a well known person in order to sell a product.

This is not a complete list of prohibited business practices. If you ever think you have been the victim of an unfair business practice, you do have recourse even if the specific practice is not described in the Consumer Protection Act. The best way not to get "taken", is to be fully aware of your rights. If you have any doubts about the honesty of a business practice, inquire at your local bureau of the Office de la protection du consommateur (see the list at the end of this chapter).

Unit Marking of Prices

The price of all goods must be shown. The consumer has the right to know the price of the thing he is buying.

However, it can happen that marking the prices is not necessary in some cases, and the regulations provide for certain exemptions. Thus, any product under $0.40 does not have to be marked, nor do foodstuffs nor certain articles that are not packaged before being sold. Others, that are sold at the counter and not directly available to the consumer, such as cigarettes and photographic film, are also exempted.

The law also exempts products sold in automatic distributors such as vending machines, and those in divisible packages where the unit price is shown approximately, such as cans of beer and soft drinks, and other items where the price is already marked on the package, such as bags of potato chips.

Furthermore, products in returnable or reusable containers (beer and soft drinks) are not subject to obligatory marking that may damage the packaging.

Retailers may also omit marking prices on 2% of the categories of items sold in their establishments. This includes products on which it would be difficult to place markings because of their kind, or packaging. But at the same time, the price of these exempted articles must be clearly and legibly shown.

Advertising

Advertising does have a certain influence on consumers. There is no need to prove this statement, all you need do is think of the numbers of hours a week you spend in front of the television screen, and you will surely agree it has an influence on you.

All day long we are bombarded with advertising. But that is no reason why we should believe everything in advertisements, whether they are on television, the radio, or printed in newspapers and magazines.

To avoid as much abuse as possible in this field, the Consumer Protection Act forbids advertisers, merchants and manufacturers to engage in any kind of false or misleading advertising.

For example, a merchant in his advertising, must mention his identity and capacity.

He may not make a big splash about a product in order to attract you into his store if he does not have sufficient stock on hand to meet the demand, unless he mentions that only a limited amount is available.

Moreover, a dealer has no right to distort the meaning of information, an opinion or a testimonial. So, the owner of a cinema is violating the law if in advertising a film he quotes only a favourable passage from a review which on the whole was very lukewarm or even negative.

That is not all. The Consumer Protection Act regulates advertising intended for children, and advertising about credit, warranties, premiums and prices.

Advertising intended for children

Most children do not often listen to the radio any more than they read newspapers. However, they are dedicated if not obsessive television viewers, and it is clear that advertising intended for them has to be regulated.

In principle, this type of advertising is prohibited. It is however, allowed

- — if it is educational (on the need for brushing teeth, for example);
- — if it is in a magazine intended for children and is published at least four times a year;
- — if it is to advertise a program or entertainment for children;
- — if it is in a show window or a display, on a wrapping or on a label.

In the last three cases, however, the advertising must comply with certain rules laid down by the Consumer Protection Act.

Advertising related to credit

"Buy now, pay later" — this kind of appeal is forbidden, as is the advertising that seeks to dazzle you on how easy it is to get goods and services on credit.

It is obvious that advertising may mention that credit is available, but this must be put in certain ways. It must indicate the name of the dealer who offers credit, or include the phrase "credit terms offered" or "credit cards accepted", or illustrate a credit card, or use a combination of any of these methods.

But the law forbids mentioning some tempting aspect of a credit contract without at the same time mentioning other conditions necessary for securing the credit.

Advertising related to warranties

You should know that no dealer, manufacturer or advertiser is allowed to make any false representations as to the existence, scope or term of a warranty.

A dealer or manufacturer may not give only a post office box number as an address; the address must be complete so you can find him easily, especially to have the warranty carried out.

If you wish to know more about warranties, refer to the section on warranties in this chapter.

Advertising related to premiums

In advertising premiums, it is forbidden to place more emphasis on the premium than on the accompanying article or service, so that your attention will not be distracted with the result that you may make the wrong choice. Thus, a dealer cannot encourage you to buy a box of detergent by stressing only the fact you will receive a glass as a premium, while he does not say a word about the quality of the powder, or he talks less about the detergent than the premium.

Similarly, whenever there is a competition or drawing, it is forbidden to offer a prize, a gift, or an article at a discount, without clearly indicating all the conditions for obtaining it.

Advertising related to prices

"Appearances are often misleading." Try to remember this when you look at the prices of the goods you use, and try to remember some of the provisions of the Consumer Protection Act covering advertising about prices.

First of all, the law forbids the dealer to make the price of one element of a set stand out more than the price of the complete set.

It is also forbids him to show only the amounts of periodic payments for a thing or service, without clearly indicating the total price of the commodity. Thus, he cannot advertise that a television set costs only $60 a month without mentioning, among other things, that the total cost is $800, and that it must be paid within 12 months.

It is also a violation of the Consumer Protection Act to advertise falsely a drop in price, or to ask for a price above the one advertised. In the latter case, the dealer must sell you the thing or service at the advertised price.

It is also not allowed to give a false indication of the usual price, or some other reference price, as a merchant may do when he inflates the regular price.

Finally, he does not have the right to give you the false impression that his price for a thing or service is a "good deal". Thus, a dealer cannot offer merchandise as summer, autumn or winter specials, when actually they are being offered at the usual market prices.

You are now familiar with the main provisions of the Consumer Protection Act regarding control over advertising. Now, all you have to do is to be constantly on the alert, and develop your critical sense.

Repairs of Household Appliances

Certain provisions of the Consumer Protection Act govern repairs of refrigerators, stoves, freezers, dishwashers, washing machines, dryers and television sets.

The Act applies only to those repairs costing more than $50.

Ask for an Estimate

The dealer must first give you an estimate, since before making any repairs, the Act requires him to give you a detailed written estimate of all repairs to be made, unless you exempt him from doing so in writing, or the repairs are to be made free of charge. Moreover, the dealer cannot charge you for making the estimate, unless he warns you of this in advance, and tells you how much it will cost.

Once you have accepted the estimate, the dealer cannot change it without your express authorization.

He cannot make any repairs not provided for in the estimate unless he first obtains your authorization.

The Bill

Once the repairs have been made, the dealer must give you a detailed bill for the work done and the cost of the repairs. Further, if you have asked for them before the repairs are begun, in most cases he must give you any parts replaced.

The Warranty

Any household appliance repair governed by the Consumer Protection Act is guaranteed for three months, and this warranty covers parts and labour.

You Do Have Recourse

Even if you have accepted the estimate or paid the cost of the repairs, you have recourse against a dealer if he has made repairs without your consent, if he has done a poor job, or if he has billed you for more than the amount of the estimate.

If you refuse to pay for the repairs, the dealer cannot keep the repaired appliance if he has neglected to give you an estimate before repairing it, or if he has billed you for an amount higher than that in the estimate or in any change that you have accepted, provided however that you pay the amount indicated in the estimate you accepted.

Travelling Salesmen

Perhaps some travelling salesman has offered you a cooking set guaranteed for life, even though your cupboards are full of pots and pans, or the vacuum cleaner of the century, though you already have two, or a 50-volume encyclopedia which you would never read.

So far you have always been able to resist the blandishments of salesmen who call on you, but one day you may be tempted by an offer more attractive than the others and find yourself about to sign a contract with a travelling salesman.

If this does happen, it will be useful for you to know the provisions of the Consumer Protection Act regarding travelling salesmen.

What Do We Mean by a Travelling Salesman

It should first be pointed out that a travelling salesman is one who tries to sell you something, or asks you to sign a contract, elsewhere than at his place of business.

However, in most cases in which you contact a dealer at his place of business and ask him to come to your home, the contract you sign when he calls on you is not considered a contract with a travelling salesman.

But if you ask a salesman to visit you and you sign a contract for the installation of doors, windows, thermal insulation, coverings and outside facings, you have signed a contract with a travelling salesman and are protected by the Consumer Protection Act.

Permits

If a travelling saleman visits you, ask him first of all to show you the permit he must have from the Office de la protection du consommateur to be authorized to sign a contract with you. But remember that this permit is no guarantee for the quality of the product he is selling.

Contracts

Under the Consumer Protection Act, a travelling salesman must have you sign a contract for any purchase above $25. This contract must contain all the information you need to know what you are getting into, for example, the name and address of the dealer, his permit number, a description of what you are buying, the total sales price, etc.

Before signing the contract, ask the dealer to leave you a copy of it, and take the time to read all the clauses, particularly those in fine print. Then have him sign both copies, after which you sign them. The dealer should then leave you one, and keep the other.

Suppose You Change Your Mind

If you change your mind, the Act gives you the right to cancel your contract within 10 days following the date on which you receive your signed copy of the contract. These 10 days include Saturdays, Sundays and holidays. But if the last day falls on a holiday, it is carried over to the next working day.

As long as the 10 days have not expired, the salesman cannot claim any payment from you unless he has delivered the goods.

How do you cancel your contract?

This is an easy matter. To cancel your contract, all you have to do is to return the merchandise to the salesman, or send him, preferably by registered mail, a written notice, or return the cancellation form that must be attached to the contract.

You and the dealer then have 10 days in which to return what you have received from one another (merchandise or money).

Finally, the dealer must pay the costs of returning the goods, and must also assume the risks of deterioration or loss if the 10 days have not expired.

Collection of Certain Debts

Who can say for sure that he will never have a number of bills to pay, and be in a position where he cannot meet his short-term financial obligations? This happens fairly often nowadays, and there is a law that will protect you from abusive practices on the part of creditors and collection agencies: it is the ACT RESPECTING THE COLLECTION OF CERTAIN DEBTS.

A fifty-volume encyclopedia: rare find, or ripoff? Read your sales contract. The Consumer Protection Act gives you ten days to think about it...

Collection Agents

The law came into force on July 1, 1981. For the most part, it deals with collection agents, that is, people who work with what are known as collection agencies.

Their obligations

Do not be unduly intimidated by them; even if you owe money, you should know that the Act respecting the collection of certain debts imposes obligations on collection agents. Among other things it requires them to have permits from the Office de la protection du consommateur, and to be bonded in order to pay fines, or to compensate consumers for any harm they may have suffered owing to a breach of the law.

The Act also specifies that an agent must send you a written notice before communicating verbally with you, failing which you may refuse to speak to him. Further, he must contact you between 8 a.m. and 8 p.m., and in no case may he disturb you on holidays.

Forbidden practices

Certain practices are forbidden for collection agents. Thus, an agent may not get in touch with your spouse or any other member of your family, unless one of them is a co-signer for your debt or unless he is asking for your address (in which case the agent must properly identify himself). He is forbidden from trying to exert pressure on you by informing others that you are in arrears on your debts, or by threatening to publicize this fact.

Creditors and Their Representatives

As these collection agents are not the only ones who collect debts, the Act has an entire chapter on practices which are forbidden not only for agents, but also for anyone who collects, offers or seeks to collect money for himself or for others. This applies, for example, to employees who collect accounts for large stores, or to the manager of a building who had been charged by the owner to collect rents.

Among other things, these persons have absolutely no right to make misrepresentations, such as making you believe that your inability to pay makes you subject to arrest or criminal action. They are also forbidden to harass you, threaten you, or pass on to third parties information that might harm you.

An agent may not claim, for example, in order to cover collection expenses, an amount greater than the one that you owe.

Finally, unless your employer or one of your neighbours has given surety for you, the agent is forbidden to get in touch with them for information other than your address, in which case he must identify himself, but in such a way that this will not provide information that might harm you or any other person.

If You Have Problems...

You can lodge your complaint or send your request for information to the Office de la protection du consommateur, which is responsible for applying the Act respecting the collection of certain debts.

If you believe that a collection agent, or any other person claiming money, is not abiding by the obligations laid down in the law, you can institute a civil action and request compensation if a violation has caused you injury.

Travel Agents

Did you know that activities related to travel arrangements are governed by the Service des permis of the Office de la protection du consommateur, which is responsible for administering the Travel Agents Act?

The law requires travel agents to have a permit that is clearly displayed for the public, and to place in a trust fund the money they receive from their customers.

They must also be bonded with the Service des permis in order to compensate consumers who have suffered loss because of shortcomings, or bankruptcy.

List of addresses of regional bureaus of the Office de la protection du consommateur

BAS-SAINT-LAURENT
— **140, rue de la Cathédrale**
Rimouski (Québec)
G5L 5H8
(418) 722-3775

SAGUENAY —
LAC-SAINT-JEAN
— **2481, rue Saint-Dominique**
Jonquière (Québec)
G7X 6K4
(418) 547-5741

QUÉBEC CITY
— **6, rue de l'Université, 5e étage**
Québec (Québec)
G1R 5G8
(418) 643-8653

MAURICIE — BOIS-FRANCS
— **Édifice Capitanal**
100, Laviolette, 2e étage
Trois-Rivières, (Québec)
G9A 5S9
(819) 374-2424

ESTRIE
— **740, rue Galt Ouest**
Bureau 202
Sherbrooke (Québec)
J1H 1Z3
(819) 566-4266

MONTRÉAL
— **Village Olympique**
5199, rue Sherbrooke Est
Bureau 3671 — Aile "A"
Montréal (Québec)
H1T 3X2
(514) 256-5061

OUTAOUAIS
— **715, boul. Saint-Joseph**
Hull (Québec)
J8Y 4B6
(819) 770-9004

ABITIBI-TÉMISCAMINGUE
— **170, rue Principale, 2e étage**
Rouyn, (Québec)
J9X 4P7
(819) 762-2355

LAURENTIDES — LANAUDIÈRES
— **85, rue du Martigny Ouest**
Saint-Jérôme (Québec)
J7Y 3R8
(514) 432-3110

RIVE SUD — MONTÉRÉGIE
— **Édifice Port-de-Mer**
101, place Charles Lemoyne
Bureau 223
Longueuil (Québec)
J4K 4Z1
(514) 463-1888

GASPÉSIE — ÎLES-DE-LA-MADELEINE
— **Édifice Pierre Fortin**
Rue de la Cathédrale
Gaspé (Québec)
G0C 1R0
(418) 368-4141

CÔTE-NORD
— **466, rue Arnaud**
Sept-Îles (Québec)
G4R 3A9
(418) 968-8581

The Telephone

The Régie des services publics

If you are not satisfied with the services provided by your telephone company, all you need do is turn to the Régie des services publics.

Its role

The Régie des services publics acts to protect consumers by taking complaints of telephone customers and users, except those against Bell Canada.

How to Lodge a Complaint?

You may complain in writing or by telephone to the Régie, or by speaking out directly to the Régie when it hears an application submitted by your telephone company.

If you and several others wish to group together to appear before the Régie, the Office de la protection du consommateur will help you.

For more information

Get in touch with the Régie des services publics at the following address:

— **The Secretary**
Régie des services publics
2875, boul. Laurier,
bureau 1200
Sainte-Foy (Québec)
G1V 2M2
(418) 643-5560

Lotteries, Advertising Contests and Amusement Games

The Régie des loteries et courses du Québec

In Québec there is a body that supervises, regulates and controls lotteries, races, advertising contests and the operation of amusement games: this is the Régie des loteries et courses du Québec.

All these areas are subject to very specific rules laid down by law. In order to apply the rules, the Régie has been given judicial powers enabling it to settle any dispute with respect to the organization, management and awarding of prizes of any lottery system or advertising contest, as well as to the operation of amusement games.

You Do Have Recourse

If you believe you are the victim of any irregularity in one of the areas controlled by the Régie des loteries et des courses, you can complain in writing to the

— **Régie des loteries et**
courses du Québec
2055, rue Peel, bureau 700
Montréal (Québec)
H3A 2K9

This organization will investigate, and ensure that your rights as a consumer are respected in accordance with the law.

Furthermore, the regional bureaus of the Office de la protection du consommateur offer the public 11 folders explaining the rights and recourses of consumers under the différent laws administered by the Office.

We should also mention that the Office de la protection du consommateur publishes a monthly review, Protect Yourself. This magazine discusses current consumer goods and services, various legislation and measures designed to help you. It also gives you the results of tests made on products, and has reports on a variety of topical subjects.

You probably already know this review; if not you can buy it for $1.50 a copy at newsstands, or receive it at home by taking out a subscription — $9 for 1 year, $16 for 2 years, or $22 for 3 years, at the following address:

— **385, Boul. Lebeau**
Saint-Laurent (Québec)
H4N 1S2

Publications

Code	Title	Price
4396-8	Professional Code R.S.Q. 1977, c. C-26 1979, 62 p., 24 cm	$2.85
4462-8	Consumer Protection Act S.Q. 1978, c. 9 1978, 80 p., 24 cm	$2.80
4675-5	General Regulation under the Consumer Protection Act 1980, 47 p., 24 cm	$2.15
4755-5	Industrie de la publicité au Québec Analyse et tendance 1979, 337 p., tabl., 27 cm	$7.00
3866-1	La publicité sympathique: Exploitation du public dans les campagnes de souscription 1978, 103 p., tabl., 27 cm	$2.75
1759-0	Vocabulaire bilingue des assurances sur la vie 1973, 16 p., 22 cm	$1.00
4215-0	Vocabulaire technique des assurances sur la vie 1976, 309 p., 28 cm	$3.25

Chapter 9

Human Rights

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The Charter of Human Rights and Freedoms

If you are not familiar with your rights and freedoms, you should know that they are recorded in a document called the CHARTER OF HUMAN RIGHTS AND FREEDOMS.

You are unlikely to run across this document at your local newsstand or in your doctor's waiting room; so if you want to know what rights and freedoms you have, you should read the following summary.

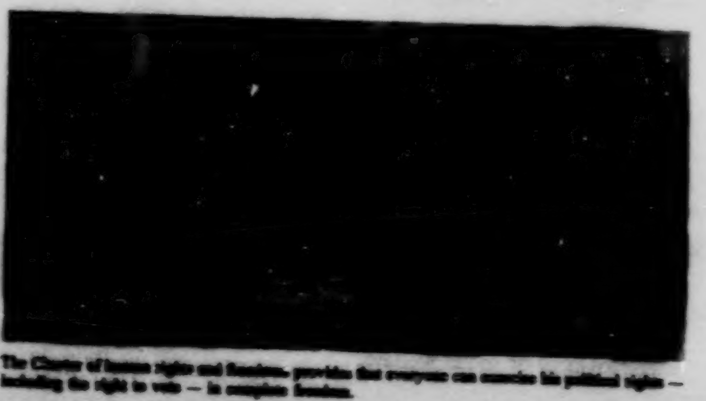
The Charter of Human Rights and Freedoms comprises four chapters:

— FUNDAMENTAL FREEDOMS AND RIGHTS, such as freedom of conscience, freedom of religion, freedom of opinion, freedom of expression, and freedom of association and peaceful assembly; the right to life and to physical integrity, the right to the safeguard of your reputation and to respect for your private life, your home and your property, and the right to professional secrecy;

— JUDICIAL RIGHTS: the right to be treated humanely and respectfully even if you are being arrested, charged or detained; the right to be informed without delay of the reasons for which you are being denied your freedom, and the right to have your case heard publicly and impartially by an independent, unbiased court;

— POLITICAL RIGHTS, such as the right to vote or to stand for election;

— ECONOMIC AND SOCIAL RIGHTS (to the extent provided



The Charter of human rights and freedoms provides that everyone can exercise his political rights — including the right to vote — in complete freedom.

by law), such as the right to education, information and social aid; the right to maintain and develop your own cultural life if you belong to an ethnic minority; the right to fair and reasonable working conditions and to respect for equality between men and women.

A number of these rights are recognized and protected by special statutes in Québec.

In addition, the Charter prohibits all forms of discrimination on any of the following grounds:

— race, colour, ethnic origin or nationality;

— sex;

— sexual orientation;

— civil status (marital status or lines of kinship);

— language;

— political convictions;

— religion;

— pregnancy;

— age, except to the extent provided by law;

— social condition (unemployed, welfare recipient, etc.);

— handicap or the use of some means to compensate for a handicap, such as a seeing-eye dog or a wheelchair.

For example, a landlord cannot refuse to rent you an apartment under the pretext that you are on unemployment or social welfare.

The Commission des droits de la personne

This organization sees to the respect of human rights and freedoms in Québec.

Responsibilities of the Commission

The Commission receives complaints and conducts investigations in matters within its jurisdiction. It also receives suggestions and recommendations concerning human rights and freedoms, studies them, and makes the appropriate recommendations to the government.

The Charter also states that the Commission must establish a program of information and education designed to promote understanding and acceptance of the purpose and provisions of the Charter. It must also direct and encourage research and publications on fundamental rights and freedoms. As well, of course, it must cooperate with any organization dedicated to the promotion of human rights and freedoms.

Finally, the Commission must analyse any Québec statutes that might be inconsistent with the Charter and make the appropriate recommendations to the government.

The Commission's powers of investigation

The Commission may carry out investigations in cases of discrimination and exploitation (for example, against the elderly or the handicapped).

When the Commission receives a complaint, it first investigates to determine whether the complaint is well founded. If so, it tries to induce the parties to settle their dispute by mediation.

Where mediation is not possible, the Commission makes firm recommendations (ordering, for example, the party at fault to cease the act complained of or to pay an indemnity).

If the Commission's recommendations are not acted upon within the prescribed period, the Commission may, with the victim's written consent, apply to the court for an injunction against the person at fault. This recourse may also be exercised directly by the person who lodged the complaint.

Complaints and information

If you wish to lodge a complaint or if you need further information, apply to the

— **Commission des droits de**
la personne du Québec
360, rue Saint-Jacques
Montréal (Québec)
H2V 1P5
(514) 873-5146

or

— **1279, boulevard Charest**
Ouest, 7e étage
Québec (Québec)
G1N 4K7
From the Québec City region,
telephone (418) 643-1872.
From all other regions, call
toll-free 1-800-361-6477.

The Commission municipale du Québec

If you have good reason to believe that your city council or any of its administrators are violating the law in their management of municipal affairs, you may lodge a complaint with the Commission municipal du Québec at the following address:

— **Le secrétaire**
Commission municipale
du Québec
20, avenue Chauveau
Édifice Cook-Chauveau
Québec (Québec)
G1R 4J3
(418) 643-2046

The Commission will study your complaint and decide whether or not to investigate the municipal administration. You will be kept informed of all developments.

The Commission de police du Québec

This is a government agency created to promote the effectiveness of municipal police departments and the Sûreté du Québec.

Services to the Public

A group of citizens may lodge a complaint with the Commission if they have reason to think that their municipality is not maintaining an adequate police force.

If the Commission receives a request in writing, it may investigate the Sûreté du Québec or any municipal police force, as well as look into the conduct of their officers. It may also investigate the conduct of special constables or any other person acting as a peace officer in Québec.

Complaints and information

Your complaints must be addressed to the Secretary of the Commission de police du Québec. For further information about the duties, powers and activities of the Commission, contact the

— Direction des relations publiques
Commission de police du Québec
2050, boulevard Saint-Cyrille Ouest
Sainte-Foy (Québec)
G1V 2K8
(418) 643-7097

An informative brochure on the Commission's activities is also available on request.

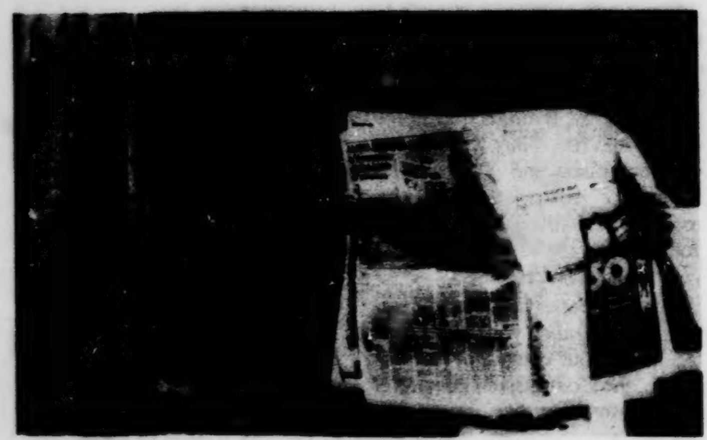
The Conseil de presse du Québec

The Conseil de presse du Québec was instituted in 1973 following an agreement with journalists and newspaper owners. It comprises journalists and people who represent the newspaper industry and the public. Its mandate is to protect freedom of the press in Québec so as to ensure the public's right to information.

You may contact the Conseil de presse du Québec if you would like further information on its activities or if you have a complaint regarding the conduct of members of the press. The Conseil also receives complaints from journalists concerning the conduct of persons or organizations in their dealings with the press.

— Conseil de presse du Québec
$55^{1}/_{2}$, rue Saint-Louis
Québec (Québec)
G1R 3Z6
(418) 692-3008

Please note that the authority of the Conseil is strictly moral; it can only submit recommendations or reprimand the press or the public.



The Conseil de presse du Québec: defender of freedom of the press and of the public right to information.

The Conseil du statut de la femme

The Conseil du statut de la femme is a government agency whose mandate is to advise the Minister responsible for the Status of Women regarding all matters related to equality and to respect for the rights and status of women.

The Conseil also keeps groups and individuals informed on all questions regarding the status of women. It can undertake any studies or research it deems necessary.

The Conseil also receives suggestions from the public and makes appropriate recommendations to its minister.

Action-femmes

Action-femmes is a telephone information service within the Conseil which provides information for women on an individual basis.

This service can inform you on the statutes governing women's working conditions (maternity leave, minimum working standards) as well as on matters related to marriage and children (family law, divorce and separation procedures, property relationships and alimony).

You may also obtain information on programs for re-entering the labour market or any other government program likely to be of interest and assistance to women.

Complaints

If you feel that you have been discriminated against or that your rights have been infringed because you are a woman, contact Action-femmes. They will receive your complaint and give you the necessary information on the recourse available and on the steps you should take in order to have your rights respected.

Action-femmes will also tell you which organization you should contact about your complaint (for example, the Commission des droits de la personne or the Commission des normes de travail, which are responsible for studying and passing judgment on certain types of discrimination). If necessary, Action-femmes will even forward your complaint to the appropriate organization.

Do you have problems related to an act of violence? Action-femmes can put you in touch with movements and resources which can help you.

Assistance

If you are faced with a problem related to rape, abortion or an act of violence, or if you are in difficulty because of a separation or a divorce, Action-femmes can help by giving you information on women's groups, community assistance and government resources.

Your request will be kept confidential and anonymous if you so wish.

How to contact Action-femmes

Write to:

— **Service Action-femmes**
Conseil du statut de la femme
8, rue Cook, 3^{e} étage
Québec (Québec)
G1R 5H2
From the Québec City region, call (418) 643-4326.
From all other regions, 1-800-463-2851 (toll-free).

Consult-action

This is a service offered by the Conseil du statut de la femme to help women organize.

Women's groups can obtain information they need to carry out their projects.

Consult-action can also help groups develop methods for teamwork, and can offer technical assistance and advice on relations with the media.

Group leaders

Group leaders from Consult-action work in the various regions of Québec to encourage the formation of new women's groups. They try to build up solidarity not only among groups but also between the Conseil and the various women's organizations.

You can contact the Consult-action regional group leaders at the following addresses:

— **475, boulevard Pabos**
Chandler (Québec)
G0C 1K0

— **625, boulevard Laflèche**
Hauterive (Québec)
G5C 1L6

— **662, boulevard Saint-Joseph**
Hull (Québec)
J8Y 4A8

— **3950, boulevard Harvey**
Jonquière (Québec)
G7X 8L6

— **1255, carré Phillips**
local 708
Montréal (Québec)
H3B 3G1

— **740, boulevard Charest Est**
Québec (Québec)
G1K 3J7

— **108, avenue Principale**
Rouyn (Québec)
J9X 4P2

— **50, Des Grandes Fourches Sud**
Sherbrooke (Québec)
J1H 5G6

— **225, boulevard Des Forges**
Trois-Rivières (Québec)
G9A 2G7

Documentation Centre

At the Conseil's documentation centre, you may consult government reports, book, studies and relevant periodicals, as well as many press clippings of particular interest to women.

Information Service

As a means of increasing the awareness of the public (and of women in particular) about women's issues, the Conseil has created an information service. Information on the viewpoints and activities of the Conseil is published in the Gazette des femmes or in pamphlets and brochures, or is disseminated in the form of lectures given through the Conseil's lecture service.

You can obtain CSF publications by writing to the

— **Service de l'expédition**
Conseil du statut de la femme
8, rue Cook, 3ᵉ étage
Québec (Québec)
G1R 5H2

or

— **1255, carré Phillips,**
bureau 708
Montréal (Québec)
H3B 3G1

Information

For further information, contact the

— **Conseil du statut de la femme**
8, rue Cook, 3e étage
Québec (Québec)
G1R 5H2

or

— **1255, carré Phillips**
bureau 708
Montréal (Québec)
H3B 3G1

Compensation for Crime Victims

In Québec, any victim of a crime can receive compensation under the Crime Victims Compensation Act, which is administered by the Commission de la santé et de la sécurité du travail.

Who Can Benefit?

This law applies to anyone who has sustained an injury as a result of a criminal act. Under the Act, an "injury" includes bodily injury, pregnancy resulting from rape, and nervous or mental shock.

Compensation is granted when injury has been sustained during the perpetration of a crime.

It is also granted if the victim was injured while helping a peace officer make an arrest, while arresting or attempting to arrest the perpetrator of a crime, or while preventing or attempting to prevent a crime.

Compensation

The victim is paid an amount equal either to 90% of his or her net income, or to the pension the victim would have received if he or she had been disabled. Every January the pension is indexed to the cost of living.

If the victim dies, his or her former dependants receive up to 80% of this pension. They can also receive up to $1 000 as compensation for material damage.

Crime victims receive the same medical and rehabilitation assistance services as victims of accidents at work.

Children born as the result of rape

A woman who bears a child as the result of rape and decides to keep the child is entitled to a pension equal to that paid under the Workmen's Compensation Act to a widow supporting children. This pension is also payable to any other person who assumes custody of the child.

Death of a minor

When a minor dies as the result of a criminal offence, the father or mother may receive $2 000 compensation if he or she was providing wholly or partly for the child.

Funeral expenses

Up to $600 in expenses for the funeral of a crime victim are refunded to the person who paid them, and any costs incurred in transporting the body are paid in accordance with the regulation.

How to apply

Any application for a benefit must be submitted within one year after the material damage, injury or death has taken place. The application form can be obtained from the Service de l'indemnisation des victimes d'actes criminels or from any of the CSST regional offices listed in Chapter 4.

Exceptions

No compensation is paid when the victim has contributed to his or her injuries by wilfully and knowingly exposing himself or herself to high risks, or when the victim is killed or injured as a result of a criminal act committed with a motor vehicle, unless the person who commits the offence acts intentionally. Criminal negligence at the wheel, for example, cannot be compensated under the Crime Victims Compensation Act.

However, if a driver deliberately injures or kills someone, the victim (or his or her dependants) are entitled to compensation under this Act.

Moreover, death or injury resulting from circumstances subject to the Workmen's Compensation Act cannot be compensated under the Crime Victims Compensation Act.

Finally, if the applicant (one of the victim's dependants) took part in the perpetration of the crime which caused the victim's death, the application will of course be rejected.

Information

For further information, contact the nearest CSST office or apply to the

— **Service de l'indemnisation**
des victimes d'actes criminels
1, Complexe Desjardins
tour du Sud, 27^e étage
Montréal (Québec)
H5B 1E4
(514) 873-6019

The Act to Promote Good Citizenship

In Québec, anyone who suffers injury or property damage while rescuing someone is entitled to compensation under the Act to Promote Good Citizenship, which is administered by the Commission de la santé de la sécurité du travail.

With a few exceptions, the compensation is the same as that paid to victims of occupational accidents. The Commission pays all the costs of physical rehabilitation (medical and hospital care, medicine, physiotherapy, etc.) as well as social rehabilitation.

If the rescuer dies as a result of his or her act of heroism, compensation may then be paid to the dependents.

Information

Contact the nearest office of the Commission de la santé et de la sécurité du travail.

The Office des personnes handicapées du Québec

The Act to Secure the Handicapped in the Exercise of Their Rights

Disabled people are full-fledged citizens and should enjoy the same rights as everyone else in Québec.

It was in this spirit that the government passed the ACT TO SECURE THE HANDICAPPED IN THE EXERCISE OF THEIR RIGHTS in June 1978.

The Act defines a handicapped person as "a person limited in the performance of normal activities who is suffering, significantly and permanently, from a physical or mental deficiency, or who regularly uses a prothesis or an orthopedic device or any other means of palliating his handicap".

Life should not have to be an exercise in acrobatics. The Office des personnes handicapées tries to promote the rights and interests of the disabled, to make reintegration easier.

The law sets down measures for increasing facility of access to dwellings, transportation (adapted transit, wheelchair-accessible sidewalks and reserved parking spaces) and public buildings.

The provision of various services for the disabled (transportation, education, recreation, etc.) must be ensured by the government department responsible for that particular type of service.

The Act also instituted the Office des personnes handicapées du Québec. This organization coordinates the services offered to the handicapped, works in their interest and promotes their integration on the educational, professional and social levels. Let's look at these activities in detail.

Coordination of Services

The services offered to the handicapped are coordinated at three levels: provincial, regional and subregional.

Provincial coordination

The Office ensures provincial coordination of services for the handicapped by setting up communication between the government departments and the provincial organizations that work in the interests of the handicapped to improve their quality of life. This coordination is done by the board of directors of the Office.

Disabled people make up a large part of the board of directors, so their influence at the Office is considerable. They express their opinions when decisions are being made and thus have a direct influence on the people who draw up the administrative measures affecting them.

Regional and subregional coordination

The Office also ensures regional and subregional coordination through development officers working in each of the administrative regions of Québec. These officers must see to the coordination of the efforts made by the paragovernment and private organizations that offer services to the handicapped.

Service Programs

Service programs are a response to a disabled person's request for integration. It is not a matter of finding a rapid solution to a specific need; on the contrary, the service program is studied and drawn up from a comprehensive viewpoint which considers the handicapped person to be a full participant in society.

Whenever possible, efforts are made so that handicapped people can live at home (with their families or on their own). When drawing up the service program, the Office ensures that all the basic needs will be met: physical, emotional, intellectual and social.

Handicapped people, of course, participate very closely in the formulation of their own service programs — preparing them, presenting them, and following their development.

Integration into the Labour Market

One of the Office's main objectives is the progressive integration of disabled people into the labour market through emphasis on each person's abilities rather than his or her deficiency.

The Office raises the awareness of employers and of the handicapped people themselves, and adopts measures to facilitate this integration.

By creating and subsidizing adapted work centres for handicapped people unable to integrate into the regular job market, the Office makes it possible for them to receive the minimum wage and to hold jobs like other people.

If the hiring of a handicapped person necessitates an adaptation period, the employer can request assistance from the Office; all parties, including the handicapped person, then sign a vocational integration contract.

Rights of the Handicapped

In order to encourage respect for the rights of the handicapped, the Office grants subsidies to promotional organizations.

A promotional organization is any organization (established under law) whose principal concern is to defend the rights of the handicapped, to promote their interests and to improve their living conditions.

These organizations also act as a mouthpiece through which the handicapped can express their opinions on specific matters which affect them.

Since January 1983, all employers with a salaried staff of 50 or more have been requested to draw up a plan for the hiring of handicapped people by July 1984.

Recourse

If you are dissatisfied with a decision taken by the Office, you may appeal to the Commission des affaires sociales at one of the two following addresses:

— **1020, route de l'Église**
2^{e} étage
Sainte-Foy (Québec)
G1V 3V9

— **140, boulevard Dorchester**
Montréal (Québec)
H2Z 1V7

Information

If you would like further information, write to the

— **Office des personnes**
handicapées du Québec
309, rue Brock
Drummondville (Québec)
J2B 1C5
From the Drummondville
region, telephone
(819) 477-7100.

From all other regions, call 1-800-567-1465 toll-free. This line is also accessible to the hearing-impaired.

The Office des professions du Québec

The Office des professions du Québec was created in your interest, and its role is one of surveillance. It ensures that professional corporations are indeed protecting the public when they draw up or enforce regulations for their members.

It also advises the government on all matters relating to the professional system in Québec.

Professional Corporations

The professional corporations are governed by the Professional Code[1], which defines their role and determines the rights of anyone who uses the professional services of their members.

Their role

The primary function of each of the 39 professional corporations in Québec is to protect the public: first, by seeing that each member has the required knowledge, and second, by controlling the practice of the profession.

The 39 corporations are listed at the end of this section.

Professional Obligations

Licences

Before granting anyone a licence to practise a profession or to use a professional title, the corporation must make sure that he or she has the necessary qualifications.

Competence

A corporation may verify a professional's competence at any time. Corporations also organize courses and training sessions to help professionals keep abreast of developments in their field.

Integrity

Each corporation determines rules of conduct to be followed by its members in the practice of the profession and in their dealings with clients.

Official list

Each corporation keeps an up-to-date list of its members and sees to it that no one practises the profession or uses a professional title illegally.

Clients' Rights

When you enlist the services of someone who belongs to a professional corporation, you have certain rights: for example, the right to confidentiality and the right to check with the corporation to make sure that the person you wish to

When you make use of the services of a member of a professional corporation you are entitled to professional secrecy.

consult is qualified to practise the profession and to use a title.

You also have the right to examine your file and to be given explanations regarding the nature and cost of services rendered.

If the fees charged by a professional seem unjustified, it is your right to contest them. Moreover, if any money or other securities are misappropriated by a professional, you are entitled to total or partial reimbursement.

Finally, you have the right to lodge a complaint if you think that a professional has shown evidence of incompetence or misconduct.

How to Lodge a Complaint

Write to the syndic of the corporation (the syndic acts as the corporation's investigator), explaining the reasons for your complaint.

The syndic will analyse your complaint and, if it is well founded, will defend your case before the committee on discipline. There is no charge for this service. If your complaint is dismissed, the syndic will have to tell you why. In that event, you can apply directly to the secretary of the committee on discipline and argue your case yourself. You will have to testify under oath or support your complaint by a solemn declaration. This procedure may, in some cases, involve some costs, but you can always request legal aid, provided you are eligible for it.

The committee on discipline will then either dismiss the case or order that the professional be disciplined through reprimand, fine, suspension, or cancellation of permit.

If the committee dismisses your complaint, you can appeal to the Professions Tribunal, which is made up of judges of the Provincial Court.

Contesting Professional Fees

If you wish to contest the fees charged by a professional, do not pay the bill when you receive it.

You might first of all ask the corporation's syndic to try to arrange an agreement between you and the professional, stating why you refuse to pay the amount you have been charged. This is the conciliation process. It will cost you nothing and you will have an answer within 45 days of your request.

If you are not satisfied with the conciliation, you must either submit to arbitration or go to court; you cannot do both.

Arbitration

If you request arbitration, the professional must submit to the process and cannot charge you the fees in dispute as long as the proceedings are in progress. You may have to pay arbitration costs, but these will never exceed 15% of the amount in dispute. The committee's decision is final and without appeal.

Court

The alternative is to argue your case in court when the professional sues you for non-payment. If the amount is less than $800, the case will be heard before the Small Claims Division.

Damages

When the fault committed by the professional has caused you expenses or damages, you must claim these in the COURTS. The Professional Code makes no provision for any sort of compensation or payment of damages.

Reimbursement of Misappropriated Funds

Some professionals (chartered administrators, chartered accountants, certified general accountants, notaries) are entrusted with sums of money or other securities belonging to their clients.

If you are the victim of a misappropriation of funds or property by one of these professionals, contact the secretary of the professional corporation, who will tell you how to submit a request for reimbursement.

Information

If you would like further information, write to the

— **Office des professions**
du Québec
930, chemin Sainte-Foy
bureau 780
Québec (Québec)
G1S 2L4
(418) 643-6912

or

— **276, rue Saint-Jacques Ouest**
bureau 728
Montréal (Québec)
H2Y 1N3
(514) 873-4857

List of Professional Corporations

Acousticians
Agronomists
Architects
Certified general accountants
Chartered accountants
Chartered administrators
Chartered appraisers
Chemists
Chiropractors
Dental hygienists
Dental technicians
Dentists
Denturologists
Dietitians
Dispensing opticians
Engineers
Forest engineers
Guidance counsellors
Industrial accountants
Industrial relations consultants
Land surveyors
Lawyers
Medical technologists
Notaries
Nurses
Nursing assistants
Occupational therapists
Optometrists
Pharmacists
Physicians
Physiotherapists
Podiatrists
Psychologists
Radiology technicians
Social workers
Speech therapists and audiologists
Technologists in applied science
Town planners
Veterinary surgeons

The Public Protector

The Public Protector is delegated by the National Assembly to defend the rights of any citizen who feels that he or she has been wronged by the public administration in Québec.

"Public administration" includes all government bodies whose employees are appointed and remunerated according to the Civil Service Act. The Public Protector therefore has the power to investigate any of these bodies.

The Public Protector cannot, however, investigate a government decree or any decision made by a court of law. Nor can he investigate an act or omission committed by a civil servant while in a working relationship with another civil servant.

Refusal to Investigate

The Public Protector must refuse to investigate or continue an investigation in the following circumstances: when the matter is out of his jurisdiction, when the person requesting an investigation already has an adequate form of appeal or recourse, or when more than a year has passed since the person discovered the fault.

He may also refuse to investigate if he considers that the applicant has insufficient personal interest or that the request is frivolous, vexatious or in bad faith.

Requests for Investigation

You may request an investigation in writing or by telephone. Identify yourself clearly and state the reasons for your request. If you wish, the Public Protector and his staff can even help you formulate the request

Follow-up

If your complaint does not fall within the Public Protector's jurisdiction, he will let you know and will explain why he cannot help you.

If, on the other hand, the matter is within his jurisdiction, he will investigate the government bodies concerned and, if your request is well founded, he will draw up recommendations.

Subsequently, if the Public Protector considers that the appropriate measures have not been taken and the recommendations have not been implemented, he may advise the government and, if necessary, submit a special report to the National Assembly.

If the Public Protector considers that a person has suffered injustice because of the content of a law or regulation, he may even suggest amendments to the legislation.

You will be informed as soon as possible of the steps taken by the Public Protector to solve your problem.

As you can see, any citizen wronged by the public administration has a defender in the Public Protector, and his services are free of charge.

Information

To request an investigation or to obtain further information, write to

— Le Protecteur du citoyen
14, rue Haldimand
Québec (Québec)
G1R 4N4
(418) 643-2688

or

— 5199, rue Sherbrooke Est
bureau 2931
Montréal (Québec)
G1T 3X2
(514) 253-1944

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1 One of the roles of the Office is to ensure that the professional corporations respect the Professional Code.

Publications

Code	Title	Price
19748-3	Charter of Human Rights and Freedoms R.S.Q. 1977, ch. C-12 1981, 32 p., 24 cm	$2.75
4364-6	Loi annotée sur les poursuites sommaires 1979, 222 p., 24 cm	$10.00
13993-1	An Act to promote the parole of inmates R.S.Q. 1977, ch. L-1.1 1979, 12 p., 24 cm	$1.25
12425-5	Essai sur la santé des femmes 1981, 342 p., 27 cm	$9.50
2630-2	Les Québécoises: Guide bibliographique suivi d'une filmographie 1978, 386 p., 28 cm	$2.50
2743-3	La question de l'avortement 1976, 48 p., tabl., 25 cm	$1.00
	Québécoises: Equality and Autonomy (available from the Conseil du statut de la femme)	
13991-5	Crime Victims Compensation Act S.Q. 1971, ch. 18 1979, 15 p., 24 cm	$1.25
12935-3	L'intégration de la personne handicapée: État de la situation 1981, 156 p., tabl., 24 cm	$3.50

Chapter 10

Outdoor Recreation

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Outdoor recreation, which is becoming increasingly popular, is proving to be a way of putting your free time to good use. With the wide variety of activities available, the gouvernement du Québec is obliged to set forth regulations and procedures in order to promote a certain degree of cohesion among the many alternatives.

Activities in Québec's Parks and Reserves

If you're a nature lover and at loose ends as to where to go, why not consider a stay in one of Québec's parks or reserves?

The ministère du Loisir, de la Chasse et de la Pêche operates several parks and reserves across the province. They are all open throughout the summer; some even stay open for the fall and winter. Restroom facilities have been made more easily accessible to the handicapped.

You can pursue many forms of recreational activity in the great outdoors.

Hunting

If your game is hunting, Québec reserves offer a wide choice:

Moose hunting

Hunting moose is reserved for Québec residents only. Hunters are drawn by lot in the month of June. If this kind of hunting interests you,

For a picnic, for a day off, or for a holiday, nothing matches the splendour of the parks and reserves of Québec.

what you should do first is get a registration form around the end of April at any regional office of the ministère du Loisir, de la Chasse et de la Pêche, fill it out and return it to the Service des réservations et renseignements before June 1.

You forgot to make a reservation? All is not lost, since you can still hunt moose by the day in the Cap-Chat reserve, without a reservation.

Hunting the white-tailed (Virginia) deer

If you prefer hunting white-tailed deer, there are several options. You can hunt by the day, without a reservation, in the Cap-Chat and Rimouski reserves. If you want to camp or stay in a cottage, make your reservation for the Daunière or Rimouski reserves or even for the Anticosti wildlife reserve, where staying in a lodge or base camp is also possible.

Small game hunting

If what you're after is small game, there are several reserves that allow hunting by the day without a reservation or provide overnight accommodation, booked beforehand.

The hunting licence

Every hunter should be equipped… with a hunting licence; it's a must.

If you want to hunt with firearms, you will have to produce a certificate from your province or country of origin attesting to your ability to handle firearms for hunting purposes in order to get a Québec hunting licence.

The wise hunter — in his pocket, his hunting licence; in his mind's eye, a brace of partridge…

Categories of hunting licences

There are twelve categories of hunting licences. The fee varies according to the kind of hunting and whether or not the hunter is a Québec resident.

Remember that anyone who must hunt from inside a stationary vehicle because of a physical handicap can be authorized by the Minister to do so. Medical certification of the handicap must accompany the request for authorization.

Details on licence categories and fees, as well as information on the hunter's rights and obligations, are contained in the brochure "Québec Hunting, Summary of Regulations". You can get a copy at any regional office of the ministère du Loisir, de la Chasse et de la Pêche or by contacting the

— **Ministère du Loisir, de la Chasse et de la Pêche**
Direction des communications
C.P. 22 000
Québec (Québec)
G1K 7X2
(418) 643-3127

Weapons

Under the Wildlife Conservation Act, only non-automatic rifles, shotguns, bows and crossbows, traps and snares may be used for hunting or trapping.

Everyone knows that firearms are dangerous. The Act has set forth certain regulations so as to prevent hunting accidents from the use of firearms.

That's why it is forbidden to shoot from a vehicle or plane and to carry a loaded firearm of whatever kind in or on a vehicle.

The Act also forbids the carrying of an unloaded firearm in or on a vehicle unless the weapon is in a closed case or in the trunk.

The mandatory course on the handling of firearms is designed to instruct hunters in the proper use of such weapons under safe conditions.

Age

You have a son or daughter who wants to go hunting? Fine, but if under the age of 16, they must be accompanied by someone at least 21 years old who has a hunting licence.

Hunter's certificate

For anyone wanting to get a licence to hunt with firearms, a HUNTER'S CERTIFICATE is required first of all. This document, issued by the Minister of Recreation, Fish and Game, recognizes your competence in the handling of firearms for hunting.

Obtaining the certificate

At least three months (required for issuing the certificate) before the hunting season opens, you should take a course in the safe handling of firearms. If you pass the exam at the end, you will be issued your hunter's certificate.

These courses, advertised in the newspapers, are given throughout Québec. Usually lasting one day (morning and afternoon sessions), the course is dispensed by instructors with the assistance of game wardens.

Fishing

The lakes and rivers of Québec are home to many species of fish. Whether you're hooked on speckled trout, grey trout, walleye, pike, bass or muskie, they are waiting for you. Again, you have several choices: by the day, with or without a reservation, or for overnight stay by booking beforehand.

Boats

You don't have to own a boat; you can reserve the use of one to fish. Between 24 and 48 hours' notice is required.

Salmon fishing

The ministère du Loisir, de la Chasse et de la Pêche allows fishing for salmon on some twenty rivers. Only fly fishing is permitted, whether by the day or with accommodation in a lodge.

A fishing licence

Whether you are a Québec resident or not, an appropriate licence is required for any type of fishing in Québec waters.

Fishing regulations

There are numerous laws and regulations governing sport fishing. The brochure "Québec Fishing, Summary of Regulations" providing the details is yours free of charge upon request from any regional office of the ministère du Loisir, de la Chasse et de la Pêche or by contacting the

Ask him! He'll tell you how fishing must be regulated to give the fish a chance... until they end up in your bag!

— **Ministère du Loisir, de la**
Chasse et de la Pêche
Direction des communications
C.P. 22 000
Québec (Québec)
G1K 7X2
(418) 643-3127

Winter Activities

If winter is your season, you can take advantage of the marked trails that are groomed for cross-country skiing in twenty of Québec's parks and reserves. Some have areas close to the trails set aside for snowshoeing.

The department operates resorts with mechanical lifts for alpine skiing in three parks: Mont-Tremblant, Mont-Orford and Mont-Sainte-Anne.

Finally, for snowmobile lovers, the department maintains marked trails connecting the runs of some regional clubs.

Summer, Spring and Fall Activities

Whether you come alone, with a group or as part of a family, you will find Québec parks and reserves have an entire gamut of activities to offer: swimming, golf, canoeing, canoe-camping, climbing, overnight fishing trips, picnicking, sailing, nature study and hiking.

For further information

The brochure "Activities and Rates, Québec Parks and Reserves" provides details. It's available from any regional office of the department or by contacting the

— **Ministère du Loisir, de la
Chasse et de la Pêche
Direction des communications
C.P. 22 000
Québec (Québec)
G1K 7X2
(418) 643-3127**

Lodging in Québec Parks and Reserves

Whether you want to sleep under the stars, live in a cabin or enjoy a stay in a lodge or quaint inn, most Québec parks have the facilities to ensure a pleasant sojourn.

Inns

If an inn is what appeals to you, there are certain details you should bear in mind.

Inns operate on the European plan (lodging only), except for the Gîte du Berger which offers the American plan (meals and lodging) and the Manoir Montmorency, with a modified American plan. Some inns have restaurants. In some cases there are nearby cabins equipped with kitchenettes. Linen is supplied, except at the Relais, Étape and Domaine.

Your stay may be limited to seven or 14 consecutive days, depending on the location.

Lodges

This type of accommodation is offered in certain reserves. Rates include shelter, linen, towels, meals, access to fishing or hunting areas, the use of a boat and the services of a guide in some places.

Camping

If you like to camp, there is a wide choice of areas ranging from the

In most government campgrounds, it's first come, first served. No reservations.

fully equipped to the most primitive sites.

Reservations are not accepted for most campgrounds. You can, however, make a reservation for camping at Mont-Orford or the Parc des Voltigeurs in season. Group camping requires 15 days' prior booking, as does renting any Anticosti campsite.

Again, depending on the location, your stay may be limited to seven or 14 consecutive days.

Cottages

Québec parks and reserves have cottages for fishing, hunting and holiday stays. They all have kitchen facilities. Those rented for fishing also have a boat. All you have to bring is food and linen.

Reservations

Reservations are taken over the phone, through the mail and by drawing lots.

By drawing lots

Where reservations are drawn by lot, register well in advance; forms are available at the beginning of October from department offices. You must return the completed form to the Service des réservations et renseignements before November 1.

By mail or telephone

If luck has not smiled on you or the November deadline has passed, you can still make a reservation for lodging by phone or through the mail up until the end of March. Contact the

— **Ministère du Loisir, de la**
Chasse et de la Pêche
Service des réservations
et renseignements
C.P. 8888
Québec (Québec)
G1K 7W3
1-800-462-5349

Information

For details concerning lodging and reservations, consult the brochure "Activities and Rates, Québec Parks and Reserves". You can get it free at any regional office of the department or from the

— **Ministère du Loisir, de la**
Chasse et de la Pêche
Direction des communications
C.P. 22 000
Québec (Québec)
G1K 7X2
(418) 643-3127

The ministère de l'Industrie, du Commerce et du Tourisme will be glad to supply further information on lodging and camping in Québec, as well as regional activities, available from:

— **Ministère de l'Industrie,**
du Commerce et du Tourisme
Tourisme Québec
C.P. 20 000
Québec (Québec)
G1K 7X2

Trapping

Permit

Thinking of trapping fur-bearing animals? Remember that before laying your traps or setting snares you must have a permit, whether or not you are a Québec resident, even if you are Amerindian.

Furthermore, if you want to engage in fur trading, a permit for that purpose is required.

Trapping Areas

Perhaps you're considering renting a trapping area to be sure of operating in an authorized zone? Quite feasible. Certain registered zones can be rented for modest amounts. You will, of course, have rights and obligations as a "tenant".

Information

Before setting out, it could prove useful to read the brochure "Hunting Québec, Summary of Regulations", available from any department office or by contacting the

— **Ministère du Loisir, de la Chasse et de la Pêche**
Direction des communications
C.P. 22 000
Québec (Québec)
G1K 7X2
(418) 643-3127

Controlled Areas (ZEC)

Since 1978, the ministère du Loisir, de la Chasse et de la Pêche has given management associations responsibility over wildlife in the controlled areas (zones d'exploitation contrôlée — ZEC).

You should contact the accredited association for information about rates and access.

Outfitters

There are two categories of fish and game outfitters: those providing accommodation and those who do not.

Information

Each year, "Québec Outfitters" lists the outfitters, the areas where they operate, the species to be found there and prevailing rates.

This publication is available from any departmental office in the various regions or by directly contacting the

— **Ministère du Loisir, de la Chasse et de la Pêche**
Direction des communications
C.P. 22 000
Québec (Québec)
G1K 7X2
(418) 643-3127

Recreation Policy

If you can send your child to summer camp at reasonable cost, practise your favourite sport at an outdoor recreation centre without shelling out a fortune, or even stay overnight in a youth hostel for a very modest sum, it's because the organizations involved in recreational promotion and development can rely on the financial and technical help of the ministère du Loisir, de la Chasse et de la Pêche to keep their rates low.

The travel exchange program comes within the same departmental perspective.

Information

The complete list of organizations involved in recreational promotion and the services they offer is available from any regional office of the ministère du Loisir, de la Chasse et de la Pêche or from the

— **Ministère du Loisir, de la Chasse et de la Pêche**
Direction des communications
C.P. 22 000

Québec (Québec)
G1K 7X2
(418) 643-3127

Support for Social Educational, Cultural and Scientific Recreation

In line with its policy of favouring the increased participation of Quebecers in recreational activities of an educational, social, cultural or scientific nature, the ministère du Loisir, de la Chasse et de la Pêche offers financial assistance to municipalities and associations active in those areas.

Departmental aid goes to social, educational and scientific projects, cultural events such as popular celebrations and commemorative festivities and youth volunteer work, contributing to the uniqueness of Québec culture and promoting participation in its development.

Information

Further details are available from any departmental regional office or directly from the

- **Ministère du Loisir, de la**
  Chasse et de la Pêche
  Direction des communications
  C.P. 22 000
  Québec (Québec)
  G1K 7X2
  (418) 643-3127

Support for Municipalities and for Regional and Local Recreational Bodies

The ministère du Loisir, de la Chasse et de la Pêche also provides financial assistance to municipalities and to regional and local bodies engaged in setting up or improving recreational facilities.

The goal is to eventually have a Québec-wide network or resources and equipment capable of meeting varied local needs.

Information

If you would like further details on aid programs, contact a regional office of the department or directly:

- **Ministère du Loisir, de la**
  Chasse et de la Pêche
  Direction des communications
  C.P. 22 000
  Québec (Québec)
  G1K 7X2
  (418) 643-3127

Physical Activity and Sports

A major departmental concern is making the practice of sports and physical activities accessible to all Quebecers.

It was with this consideration in mind, as well as improving the overall physical condition of Que-

Kino-Québec: a program for getting into shape, or for staying that way.

becers, that the ministère du Loisir, de la Chasse et de la Pêche inaugurated Kino-Québec.

Kino-Québec

There are 51 coordinators throughout Québec working to promote fitness and the development of new physical activity programs through local organizations active in that area.

It's a golden opportunity to get fit!

Sports Development

To give everyone a chance to practice sports, the ministère du Loisir, de la Chasse et de la Pêche created and subsidizes multi-sports federations.

Information

For further information about Kino-Québec or sports development, contact the

— **Ministère du Loisir, de la Chasse et de la Pêche**
Direction de l'activité physique et du développement sportif de base
150, Saint-Cyrille Est,
15^{e} étage
Québec (Québec)
G1R 4Y1
(418) 643-8389

Developing a Sports Elite

The ministère du Loisir, de la Chasse et de la Pêche also encourages the development of a sports elite in Québec by:

- supporting single-sport federations in their work toward developing top-notch competitors;
- making a considerable investment in the Société des sports du Québec and its programs;
- subsidizing higher-level sports clubs;

— instituting programs to complement the preparation of the Québec team for the Canada Games and the organization of sporting events at the Canadian and international levels.

If this interests you, for further information contact the

— **Ministère du Loisir, de la Chasse et de la Pêche**
Direction du sport d'élite
150, Saint-Cyrille Est,
15e étage
Québec (Québec)
G1R 4Y1
(418) 643-8382

Horse Racing

The Régie des loteries et courses du Québec is the licensing body for activities related to horse racing.

In fact, it supervises the raising and training of racehorses, as well as controlling racetrack operations.

Not only does the Régie issue licences; it makes sure that people working in horse racing apply the rules and regulations governing harness racing.

The Régie has the means at its disposal to protect the wagering public, among which is the power to designate judges for the supervision and control of each race. These judges can impose sanctions and fines on offenders.

The licensee can appeal a judge's decision to the Régie des loteries et courses du Québec.

Information

If you would like further details, contact the

— **Service des courses**
Régie des loteries et courses du Québec
2055, rue Peel, bureau 700
Montréal (Québec)
H3A 2K9
(514) 873-5180

Publications

Code	Title	Price
4288-7	Les distances routières 1979, 3rd ed.; 139 p.; maps, 24 cm	$3.60
3444-7	La Gaspésie de Grosse-Roche à Percé 1978, 239 p., b & w, col. ill., bibl., 18 cm	$7.95
3445-4	La Gaspésie de Migusha à Percé 1978, 236 p., b & w, col. ill., 18 cm	$7.95
4284-6	Les Îles-de-la-Madeleine 1979, 240 p., b & w, col. ill., bibl., 18 cm	$7.95
3743-2	Parois d'escalade au Québec 1978, 385 p., ill., bibl., 18 cm	$5.95
3020-5	Rivière-du-Loup et son portage 1977, 181 p., b & w, col. ill., 18 cm	$7.95
2958-7	Saguenay — Lac Saint-Jean 1977, 177 p., b & w, col. map, 28 cm	

Code	Title	Price
	Voir le Québec Collection of slides Each transparent case contains 12 slides along with a bilingual brochure	
13804-0	The Québec Aquarium	$4.95 plus 8% tax each set
3173-2	The Québec National Assembly	
2732-6	The Québec Carnaval	
4984-1	The LG 2 Power Station	
4983-3	The La Grande Hydro Complex	
4996-5	L'Habitation Champlain	
4281-2	The Québec Zoo	
2676-5	Métis Park	
12435-4	Mont-Orford Park	
12284-6	Mont-Sainte-Anne Park	
3455-3	Nature trails at the Saint-Félicien Zoo	
12440-4	Paul-Sauvé Park	
4282-0	Val-Jalbert Park	
2663-3	Place Royale, Québec	
4375-2	The Anticosti Reserve	
3464-5	The Saint-Maurice Reserve	
3451-2	Vieux Montréal	
13031-0	Percé marine birds	

Chapter 11

Transportation

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Land Transport

As you can imagine, a large part of the budget of the ministère des Transports is devoted to the construction and maintenance of Québec's network of roads.

It is also the ministère des Transports that equips the rest areas and stopping places along the tourist routes and Québec's busiest highways; you must have pulled over frequently for a rest at such a place.

Road Conditions

Especially in the colder seasons, we are often concerned about road conditions, particularly when we are doing a lot of driving. Now, as everyone knows, it is very easy to find out about the condition of Québec's roads. We need only call the Québec ministère des Transports department of information on road conditions.

In Québec City and Montréal, this service is available from 6:00 a.m. to 10:00 p.m., from November 15 to April 1. In nine other cities it is available 24 hours a day, from November 15 to April 15.

For road condition information, dial one of the following numbers:

— **Amos**
(819) 732-3670
— **Chicoutimi**
(418) 549-2966
— **Drummondville**
(819) 478-4644
— **Gaspé**
(418) 368-2389
— **Hull**
(819) 776-0059
— **Montréal**
(514) 873-4121
— **Québec**
(418) 643-6830
— **Rimouski**
(418) 722-3702
— **Rivière-du-Loup**
(418) 862-7244
— **Sherbrooke**
(819) 562-4738
— **Trois-Rivières**
(819) 375-7334

Public Transport

Why always choose to drive when we can have this done for us by a bus, train or Métro driver? We can put an end to the fatigue of traffic jams and worries about accidents. Many people nowadays are turning to greater use of public transportation. And the ministère des Transports du Québec itself is encouraging the use of public systems.

For this purpose it grants subsidies to the various companies and commissions involved in transportation in Québec.

Operating subsidy

All public transport agencies are provided with a subsidy equal to

40% of the revenue produced by the regular public transport network (trains, buses, Métro).

Subsidy for passes

The same agencies are also given an additional subsidy equal to 110% of the reduction given to users, up to a maximum difference of 30% between the price of the pass and a sum equal to 50 times the regular fare.

Subsidies for capital expenditures

Bus lines

In the case of local public transport, a subsidy of 75% is granted for the purchase of city and suburban type buses made in Québec, or for the acquisition of private transport companies located in the territory of a publicly owned mass transport organization. (Note: purchase of buses not made in Québec is subsidized only to 35%).

A 75% subsidy is also granted for the debt service with regard to buying land or building facilties used for public transport, or for the purchase and installation of bus-stop shelters.

Moreover, the government subsidizes 75% of the costs incurred in the construction of garages built since January 1, 1975, and 50% of the balance remaining of the purchase costs of buses which have already received a 30% subsidy.

Fed up with rush-hour hassles? Think public transit.

Métro and regional facilities

A 60% subsidy is applied against the Métro's debt for construction work started before January 1, 1980, and a 100% subsidy is made available for servicing the debt of the Métro and other regional urban rapid-transport facilities, for work started after January 1, 1980.

Subsidies for research or experimental projects

The ministère des Transports also grants subsidies which can amount to 100% of the cost of a study or other project aimed at establishing or improving public transport services.

Transportation of School Children

With the safety of your school-age children in mind, the ministère des Transports sets minimum standards for construction of buses and other school vehicles. It also sets standards for safety, maintenance, inspection, use, property and possession of such vehicles.

The ministère also decides on the manner in which school transportation is to be financed.

Did you know that since the school transportation reform brought about in 1982 by the ministère des Transports, school buses have been available for use by people other than school children (even or regular routes)? In fact,

Don't pass that school bus while its lights are flashing! It will cost you nine demerit points plus a heavy fine.

school-bus companies are authorized, on the request of municipalities and with the permission of the ministère, to supply a supplementary public transport service not otherwise available.

And this is not all. School buses may also be chartered for trips not exceeding 200 km from their point of origin.

Where to go for more information

If you want additional information on school transportation, enquire at:

— **Ministère des Transports**
Direction du transport
terrestre des personnes
700, boul. Saint-Cyrille Est,
24ᵉ étage
Québec (Québec)
G1R 5H1
(418) 643-3660

Transportation of the Handicapped

With the support of the municipalities and the public transport agencies, the handicapped now have the benefit of a means of transport specially adapted to their needs.

All municipalities and public transport agencies have the right to a yearly subsidy equal to 75% of the cost of transport designed for handicapped persons.

For information, contact:

— **Ministère des Transports**
Direction du transport
terrestre des personnes
700, boul. Saint-Cyrille Est,
24ᵉ étage
G1R 5H1
(418) 643-3660

When illness strikes, or an accident happens, in a remote place, the best way to deal with the emergency is by air.

Airlifts for the Sick

During an expedition in Québec's far north, Claude came down with severe fever. Unfortunately, when this happened, he was staying with Inuit who lived far from any hospital.

However, the ministère des Transports maintains an emergency service which ensures access, day and night, to hospital services for the sick or severely injured who are isolated in distant regions: the Government Air Service. Thanks to it, Claude was soon getting the medical care he so urgently needed.

Ferry and Maritime Services

The ministère des Transports gives financial support to the operation of ferry services and certain maritime services.

Ferry Services

The financial assistance given by the ministère des Transports to certain ferry services makes free crossings available to residents of the Île d'Entrée, between their island and the Îles de la Madeleine. It also makes possible the maintenance of service and transportation of passengers and vehicles at reasonable rates between Deschambault and Lotbinière, Rivière-du-Loup and Saint-Siméon, and Saint-Juste and Notre-Dame-du-Lac on Lake Témiscouata.

This assistance also makes possible the transport of goods between Chevery, Harrington Harbour and Aylmer Sound on the Basse Côte-Nord at the lowest possible rates.

Do you need more information

For additional information on the various ferry services, call:

— **Îles d'Entrée**
(418) 937-2716
— **Lotbinière**
(418) 796-2091
— **Rivière-du-Loup**
(418) 862-9545
— **Notre-Dame-du-Lac**
(418) 899-6837
— **Chevery**
(418) 787-2244
— **Ministère des Transports, Direction du transport maritime et fluvial (sea and river transport)**
(418) 643-5361

Société des traversiers du Québec

The ministère also makes good the operating deficit of the Société des traversiers du Québec, which manages the following crossings:

— Sorel/Saint-Ignace-de-Loyola;

— Québec/Lévis;

- Île aux Grues/Montmagny;
- Îles aux Coudres/Saint-Joseph-de-la-Rive;
- Tadoussac/Baie-Sainte-Catherine;
- Matane/Baie-Comeau/Godbout.

This assistance enables the Société des traversiers to provide the following advantages:

- free passage with no formalities, for passengers and vehicles, on the Tadoussac/Baie-Sainte-Catherine ferry;
- free passage for inhabitants of the île aux Grues and the île aux Coudres having a passenger pass and an automobile identification sticker;
- free passage for passengers with a pass, and for bicycles, on the ferries running between Sorel/Saint-Ignace-de-Loyola and Québec/Lévis.

Passes and stickers must be renewed annually. They can be obtained by going in person to any office of the Société des traversiers:

- **Québec-Lévis ferry**
  Place Marché Champlain
  Québec (Québec)
  (418) 692-0550
  (418) 837-2408 (in Lévis)
- **Sorel/Saint-Ignace-de-Loyola ferry**
  2, rue Élizabeth
  Sorel (Québec)
  (514) 743-3258
- **121, rue de la Traverse**
  Saint-Ignace-de-Loyola
  (514) 836-4600
- **Îles aux Coudres/Saint-Joseph-de-la-Rive ferry**
  Gare maritime
  Saint-Bernard
  Île aux coudres
  (418) 438-2743
- **Îles aux Grues/Montmagny ferry**
  Navigation Lavoie Inc.
  Îles aux Grues
  (418) 248-6869

We recommend that you make your reservation (at a minimal cost) seven days in advance, if you want to take your car on the Matane/Baie-Comeau/Godbout crossing. All you have to do is dial one of the following numbers:

- **(418) 562-6344**
  (from a local phone)
- **1-800-252-2420**
  (from a regional phone)

Rail-ferry

The ministère des Transports contributes financially to the rail-ferry service between Matane and Baie-Comeau. This service tranports whole freight cars of goods between the shores of the Saint Lawrence.

If you wish to know the rates and schedules for this service, or any other information concerning it, get in touch with:

— **Compagnie de gestion de Matane (COGEMA)**
Matane
(418) 562-5028
Telex: 051-86450

Maritime Services

The ministère des Transports gives technical and financial assistance to certain maritime services.

This assistance is given:

— for the transport of passengers and goods between Montréal and the îles de la Madeleine via Québec. For information, get in touch with the

— **Coopérative de transport maritime et aérien (CTMA), Port de Montréal, (514) 527-8361;**

— for the transport of passengers and goods between Rimouski, Sept-Îles and the ports of the Basse Côte-Nord. For information contact:

— **Logistec Navigation Inc.**
Montreal (514) 842-2791
Rimouski (418) 723-7701
Sept-Îles (418) 962-9837
Havre-Saint-Pierre (418) 538-3030;

— for the transport of passengers and vehicles between Sept-Îles, Port Menier (Anticosti Island) and Havre-Saint-Pierre during the navigation season. For information call the above numbers or the following number: Port-Menier (418) 535-0256;

— for the transport of goods between Montréal and some fifteen villages of Nouveau-Québec during the summer season. For information, contact:

— **Ministère des Transports**
Direction du transport maritime et fluvial
700, boul. Saint-Cyrille Est, 22ᵉ étage
Québec (Québec)
(418) 643-5361

Automobile Insurance

Since March 1, 1978, all Québec citizens have benefited from the protection offered by the Automobile Insurance Plan. Thus every

Quebecer, whether he is driver or passenger of an automobile, motorcyclist, cyclist, pedestrian or any other road user, responsible for an accident or not, is indemnified for bodily injury resulting from it. This protection, then, automatically applies to people in car pools.

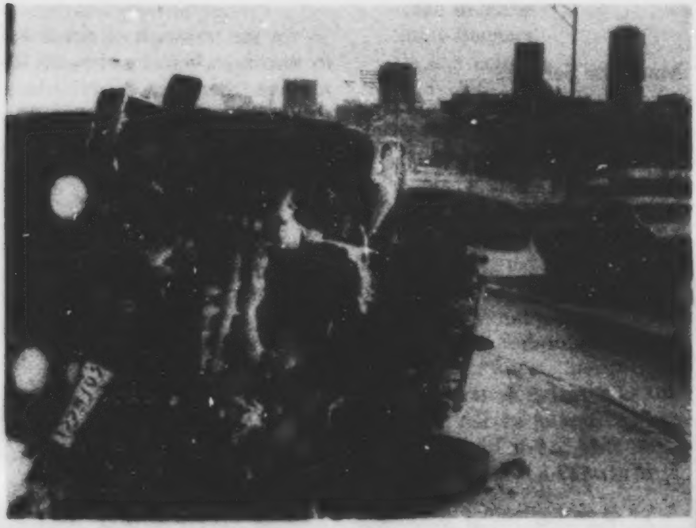
This system of indemnification regardless of fault means that it is no longer necessary to determine who was responsible for the accident in order to indemnify those who have suffered bodily injury. The right of recourse to a civil court is thus abolished and replaced by the right to compensation.

Of course, those who drive dangerously or commit offences against the Higway Safety Code or the Criminal Code can still be prosecuted.

Material Damage

To complete the protection provided by the Plan, the Automobile Insurance Act makes it compulsory for every car owner driving in Québec to have liability insurance of at least $50 000.

This insurance, which must be taken out with a private firm, protects the owner in the event he is responsible for his vehicle's



The Régie de l'assurance automobile indemnifies all Quebecers who suffer bodily harm in a highway accident.

causing material damage to others' property.

In the case of a collision of at least two vehicles whose owners are known, each must apply to his own insurer to be indemnified.

Outside Québec

A Quebecer injured in an accident outside Québec has the right to the same indemnities provided for by the Plan, whether he is responsible for the accident or not.

However, if he is responsible for the accident he is liable to be prosecuted, in the courts having jurisdiction in the area where the accident took place, for bodily injury and material damages he may have caused. He is then protected by his compulsory liability insurance which, in this case, covers both material damage and bodily injury caused to others.

On the other hand, if he is not responsible for this accident, he has the right to prosecute under the laws of the place where the accident occurred and can exercise this right if the believes he can obtain an indemnity additional to that which the Régie may pay him.

The Plan Protects Non-Residents

A non-resident who is the owner, driver or passenger of an automobile registered in Québec has the right to the same indemnities as a Quebecer if he has an accident in Québec. Other non-residents involved in an accident in Québec are indemnified in inverse proportion to their share of responsibility for the accident (e.g. a non-resident who is 30% responsible for an accident that took place in Québec will, under the Plan, receive 70% of the benefits provided for).

In addition the Régie has to date concluded agreements with Ontario, Manitoba and Alberta to the effect that residents of those provinces who have an automobile accident in Québec benefit from the same advantages as Quebecers. These non-residents must lodge their claim with their insurer who will pay them according to scales in force in Québec.

Certain Kinds of Accident Are Excluded

Certains types of accidents are not covered by the Automobile Insurance Plan. Victims of these accidents thus have no right to the indemnities provided under the Plan. This applies to victims:

- of an accident occurring during an automobile race or a speed test on a road closed to traffic, whether the victims are drivers, passengers or spectators. It is up to the organizer of the event or the participants to take out appropriate insurance with a private company in order to ensure payment of indemnities for bodily injury or material damage resulting from such an accident;

- of an accident caused outside the public road system by vehicles such as farm tractors, snowmobiles, special mobile equipment or other vehicles intended for use away from public roads, unless the accident involves a vehicle designed to travel on a public road;
- of bodily injury caused by a device that can function independently of the vehicle in which it is incorporated, when that vehicle is stationary on a public road (e.g. bodily injury caused by a fire ladder on a fire truck parked in a street) or when it is standing or moving on a private road;

In the two latter cases, owners of the vehicles and equipment concerned must take out an appropriate insurance policy with a private company to cover bodily injury and material damage that may be caused by such vehicles and equipment.

The Régie's Indemnity Fund

In spite of the system of universal compensation for bodily injury and the requirement that all car owners must have liability insurance for material damage, some accident victims may, in certain circumstances, find that they are without protection.

It then becomes the task of the Direction du fonds d'indemnisation of the Régie to indemnify, on certain conditions, victims of material damage and bodily injury who cannot be beneficiaries under the Plan.

Eligibility for the indemnity fund

Accident with material damage

Victims of material damage caused to their vehicle or other property in an automobile accident may have recourse to the fund in the following circumstances:

- If they have obtained a judgment in their favour from a Québec court and this judgment has not been carried out because the person responsible for the accident is insolvent or insufficiently protected by a liability policy;

or

- When it is impossible to find out the identify of the owner or driver of the vehicle which caused the accident (hit-and-run).

As for bodily injury suffered in the same circumstances, it is indemnified under the Plan.

Accident with bodily injury and material damage

In the same way, victims of car accidents taking place off the public roads and caused by a farm tractor, a snowmobile, special mobile equipment or any other vehicle designed to be used off the public roads may have recourse to the fund for bodily injury and material damage:

- When they have obtained a judgment in their favour that has not been carried out because the person responsible for the accident is insolvent or insufficiently protected by a liability policy;

or

- When it is impossible to find out the identity of the owner or driver of the vehicle which caused the accident.

In order to submit a claim for indemnification by the indemnity fund, or for additional information, contact:

— **Régie de l'assurance**
automobile du Québec
Direction du fonds
d'indemnisation
1120, boulevard Crémazie
Est
Montréal (Québec)
H2P 2N3
(514) 374-1550

or

— **Régie de l'assurance**
automobile du Québec
Direction du fonds
d'indemnisation
1134, chemin Saint-Louis
Sillery (Québec)
G1S 1E5
(418) 643-7620

Indemnities Paid by the Régie

The Régie de l'assurance automobile pays a variety of indemnities to those injured in automobile accidents and to the families of persons who died as a result of injuries caused by an accident. These indemnities are subject to neither seizure nor taxation. Some take the form of an annuity with regular payments and others are paid in a lump sum.

The Régie may, according to the case in question, pay one or more of the following indemnities:

- an income replacement indemnity;
- an indemnity for repayment of certain costs incurred as a result of the accident (e.g. replacement of clothing worn during the accident, medical costs, purchase of prosthesis, etc.);
- a lump sum indemnity for bodily injury and permanent disfigurement;
- an indemnity for rehabilitation;
- death benefits;
- a lump sum indemnity for funeral costs.

In order to maintain the purchasing power of persons compensated, all indemnities paid as a pension or lump sum are adjusted on January 1 of each year, according to the formula used by the Régie des rentes du Québec.

Right of Appeal

Any victim dissatisfied with a decision rendered by the Régie can ask that his case be reviewed.

The request for review must be submitted in writing within 60 days of the Régie's decision. The request must contain the reasons invoked in its support, and be accompanied insofar as possible by supporting documents. It must be signed by the claimant.

If after the review of his case the victim is dissatisfied with the Régie's second decision, he may appeal to the Commission des affaires sociales. The Commission's decision is considered final.

If You Have an Accident

If you are injured in a car accident, here are three essential things to do:

- Call the police so as to be able to make an accident report;
- Contact, without delay, one of the Régie's claimant reception offices;
- Notify your insurer if the accident caused material damage.

How to request an indemnity from the Régie

As soon as possible after the accident, you or your representative should contact the Régie de l'assurance automobile by dialing, free of charge, one of the following numbers:

873-7620 (for the Montréal area)
643-7620 (for the Québec City area)
1-800-361-7620 (for all other regions)

The Régie will send you the necessary forms and documentation to enable you to make your request.

You may, if necessary, get free assistance from the Régie so that your request is properly prepared, as well as any information you may need. A representative of the Régie may even call at your home, or at the hospital if you are hospitalized, to help you prepare your documents.

Drivers's Licences

Learner's Licence

There, you've made up your mind! You're going to learn to drive! You hurry off and sign up for a driving course approved by the Régie de l'assurance automobile du Québec (such a course is now compulsory).

Is your driving school approved by the Régie de l'assurance automobile?

But above all don't forget to obtain you learner's licence. It's easy to get if certain conditions are met.

You have to be at least 16 years old and show a document proving your identity and place and date of birth (a true copy of your birth certificate, for example).

If you are a minor you must obtain your parents' consent in writing or, failing that, the consent of your guardian.

You must also certify that you are fit to drive a vehicle of the kind for which you are requesting a learner's licence, with no danger to public safety.

Then finally, you have to pass the eye test prepared by the Régie de l'assurance automobile and, of course, pay the fees required to obtain your licence. Your learner's licence will be valid for six months. You may renew it, on request, until you meet the requirements for obtaining a driver's licence.

Do not forger that, even if you have your learner's licence you must, whenever you drive, be accompanied by a person having a regular licence to drive the class of vehicle referred to in you learner's licence. This person must be capable of giving you whatever assistance you may need. He must sit beside you, and be fit to drive a motor vehicle. He must guide your manoeuvres and be in a position to intervene if necessary.

Note

The learner's licence does not allow you to drive a motorcycle, a light motorcycle, a taxi or a farm tractor.

Your First Driver's Licence

When you have obtained your learner's licence, successfully completed a driving course approved by the Régie de l'assurance automobile du Québec and passed the eye test, theoretical exam and practical exam, you will be able, on paying the required fees, to obtain your first class 41 or 42 driver's licence (passenger vehicle).

Carrying and Validity of Licence

Every person who drives a motor vehicle on a public road must have in his possession his driver's licence and all documents related to the vehicle he is driving. A police officer can demand to see these documents in order to check them.

The driver's licence and learner's licence must be signed by the holder.

You should know that it is forbidden to hold more than one driver's licence or learner's licence of the same class. It is also forbidden to lend a licence or to purposely give false or misleading information in order to obtain one.

The address on the licence

The address on your driver's licence must be that of your domicile in Québec or your usual residence in Québec.

A holder who changes his address is liable to a penalty under the Highway Safety Code if he does not notify the Régie of the change within 30 days. Your driver's licence has a detachable stub for the purpose.

Refund

All or part of the automobile insurance premium related to the driver's licence may be refunded to you in certain cases (cancellation, overcharging, death, for example). If you want further information, please contact one of the Régie's service centres.

Renewal of Licence

As a general rule a driver's licence is valid for two years. About three months before it expires the Régie de l'assurance automobile du Québec sends you a renewal form at your last known address in Québec.

You must return this form to the Régie duly completed, and pay the fees required at least one month before expiry of the licence.

Changing or adding a class

If you want to drive vehicles other than those authorized by your present licence, you must pass the appropriate exams and pay the fee called for by the new licence.

Conditions for Driving Certain Vehicles

Taxis

Not just anybody can become a taxi driver! To get a licence to drive a taxi you must

- be a Canadian citizen or a legally landed immigrant;
- be domiciled in Québec;
- not be afflicted by any physical disability that might prevent you from driving safely (a medical examination is required);
- have held a class 41 or 42 licence (passenger vehicle) for at least a year, or hold a class 11 or 12 licence (bus), class 13 licence (minibus) or class 21 or 22 licence (heavy vehicle);
- have an adequate command of French;
- and, finally, not have been convicted during the last two years of any criminal act punishable by two or more years' imprisonment.

Any person wishing to obtain a taxi-driver's licence for the first time must submit a written request using the form prescribed by the Régie de l'assurance automobile. He must also take a specialization test.

Buses

If you want to become a bus driver, you have to provide a medical examination report with your request, and pass the required tests of competence.

The Régie also requires that you must have held a class 21 or 22 licence (heavy vehicle) for one year, or a class 31 licence (taxi) for 2 years, a class 41 or 42 licence (passenger vehicle) for 3 years.

Motorcycles, heavy and light

John has just been given a brand-new motorcycle. Before he drives it on the beautiful highways of Québec he must obtain a licence.

Not just anybody can drive a taxi! Do you know everything involved?

To obtain this permit, John must first take a driving course and then pass the Régie's theoretical and practical test. He must pass his practical test with a motorcycle that corresponds to the class of licence requested.

If John had been given a light motorcycle instead, he would still have had to take a driving course and pass a theoretical and practical test.

Mopeds

Anyone driving a moped on the public roads must be at least 14 years old and hold a driver's licence or a certificate of competence.

Conditional Examination

Even if you already have a driver's licence, you must, if the Régie de l'assurance automobile requires it, submit to a competence test or a medical or eye examination.

The Régie may also oblige any driver's licence holder or learner's licence holder to submit to an examination if his licence has been suspended, or if his behaviour on the public roads or the state of his health gives reason to believe that his fitness to drive should be verified.

If the person in question is 70 or over, or has not been examined in the last 10 years, or if he is employed as driver of a public commercial vehicle, taxi, bus or minibus, he may also be obliged by the Régie to submit to an examination.

Remember that if you have not had a licence for the last three years or more, or if you want to change your licence class or a condition of this class, you must pass another examination.

Note also that the Régie can suspend the licence of any person who refuses to submit to a competence test or a medical examination. It can also suspend the licence of anyone suffering from an illness or affliction dangerous to highway safety.

Carrier's Licence

Any person or company wishing to transport people or goods for remuneration must, befor beginning this business, obtain a licence from the Commission des transports du Québec. Such licences are granted by the Commission des transports du Québec in accordance with government regulations.

For any additional information about licences, get in touch with the

— **Commission des transports du Québec**
585, boul. Charest Est
Québec (Québec)
G1K 7W5
(418) 643-5673

or

— **505, rue Sherbrooke Est**
Montréal (Québec)
H2L 1K2
(514) 873-6414

Driving Schools

As we mentioned above, if you wish to get your driver's licence you are obliged to successfully complete a driving course approved by the Régie de l'assurance automobile du Québec. These courses are given by driving schools.

Before signing a contract with a driving school, make sure that it holds a licence from the Régie. Anyone in Québec who operates such a school must have this licence.

The driving schools approved by the Régie are subjected to very strict standards. These standards, among other things, cover the qualifications and training of monitors and instructors, the number and quality of hours of instruction, the mechanical condition of the vehicles used and the protection of student drivers. School and instructor licences may be suspended by the Régie de l'assurance automobile.

If you learn to drive a passenger vehicle, the course you take must consist of 30 periods of 50 minutes each in theory and 8 lessons of 1 hour behind the wheel (if you learn on an automatic model) or 10 lessons (if you choose a manual gear shift).

Note that the driving school cannot include the time spent in picking you up or bringing you home as part of the practical lesson.

You can lodge a complaint

As a student driver you have rights. If you feel that those rights have not been respected and wish to complain, get in touch with the Office de la protection du consommateur or the Division de l'éducation routière of the Régie.

Additional information

If you wish for additional information, contact:

— **Service de l'éducation routière**
Direction de l'actuariat, de la recherche et
de la sécurité routière
1134, chemin Saint-Louis,
4e étage
Québec (Québec)
G1S 1E5

Suspension of Driver's Licence or Suspension of the Right to Obtain One

The Highway Safety Code makes provision for the suspension of drivers' or learners' licences, and also for suspension of the right to obtain either of these licence.

The revocation or suspension of this right is applied following conviction for one or more offences against the Criminal Code or Highway Safety Code. These penalties may also be applied for breaking a municipal by law or a provincial or federal traffic law or regulation.

Offences Against the Criminal Code

A judge may revoke the driver's or learner's licence of any person found guilty of one of the following offences against the Criminal Code:

Criminal negligence with a road vehicle resulting in death.

Criminal negligence with a road vehicle resulting in bodily injury.

Manslaughter with a road vehicle.

Criminal negligence in the operation of a motor vehicle.

Failing to stop at the scene of an accident.

Dangerous driving.

Driving or having the care or control of a vehicle while ability to drive is impaired.

Failure or refusal to provide a breath sample.

Driving or having the care or control of a vehicle while registering over 80 milligrams of alcohol per 100 millilitres of blood.

Demerit Point System

This system consists in entering points in the file of a driver convicted of certain offences against the Highway Safety Code, certain municipal bylaws, or any provincial or federal traffic law or regulation.

Below are the penalties for these offences, after conviction or payment of the prescribed fine.

Brief Description of the Offence	Number of Points
Neglect of duty by driver involved in accident	9
Prohibited driving in reverse	2
Driving for a wager, stake, or race	6
Failure to obey orders or signals from a police officer or school crossing guard	2
Failure to obey a stop sign	2
Failure to obey a red light	3
Failure to make a compulsory stop at a level crossing	2
Failure to stop at a level crossing if driving a bus, a minibus or a road vehicle transporting dangerous substances or setting such a vehicle in motion again when prohibited	9
Prohibited passing on the left	2
Prohibited passing in lane reserved for oncoming traffic	4
Prohibited passing on the right	1
Crossing a line to pass when the line forbids this	2
Reckless driving	4
Speed in excess of limit prescribed or indicated on a sign:	
(a) exceeding by 1 to 14 km/hr	1
(b) exceeding by 15 to 29 km/hr	2
(c) exceeding by 30 to 44 km/hr	3
(d) exceeding by 45 km/hr and over	4 and over
Failure to stop when approaching school bus whose flashing lights are on or passing such a vehicle in either direction	9

Demerit point files

The Régie will send you a notice when six demerit points or more have been entered in your file. Another notification will be sent you each time new points are added to your file.

When you have six demerit points, the Régie can call you in for an interview with a public service highway safety counsellor, who will discuss your case with you and may recommend to the Régie that you be obliged to take a course in defensive driving.

When the number of points accumulated reaches 12 or over, your driver's or learner's licence is automatically revoked, or, regardless of whether you have received such notice, you right to obtain either of these licences is suspended.

Cancellation of demerit points

Demerit points remain in a driver's file for two years after the date of his conviction or the payment of the fine for his offence. Note that the fact of paying the fine is equivalent to a conviction.

It should also be noted that no points are cancelled from a driver's file at the time of renewal of a driver's or learner's licence, or when a first licence is issued or a new licence is obtained after revocation.

However, 12 points are struck off the record of a person whose licence is revoked; but any points over 12 remain on his file.

Consequences of Revocation of a Licence

If your licence is revoked you must wait a certain time before taking steps to get a new one. This time varies according to the number of times your licence has been revoked in the last two years. For the first revocation the waiting period is 3 months, for the second, 6 months; and if your licence has been revoked 3 times you must wait 12 months before taking any steps to obtain another. At the end of the waiting period you must pass a competence test set by the Régie de l'assurance automobile if you want to have a licence again.

Driving While Licence Revoked

It is forbidden for any person to drive a road vehicle when his driver's or learner's licence has been revoked, unless he is the holder of a restricted licence under which he is forbidden to drive for any purpose but his work.

It is also prohibited for any person to drive whose licence is suspended, or whose right to obtain a licence is under suspension.

Anyone driving despite this prohibition commits an offence that can result in the suspension of the right to obtain a licence for a further 3, 6 or 12 months. In addition, this person may have to pay not only costs but a minimum fine of $200 to $500.

Suspension of Licence Because Uninsured

Any driver or vehicle owner involved in an accident causing damage exceeding $250 who is not protected by a liability policy will automatically have his driver's or learner's licence withdrawn, as well as his registration certificate and plates.

Restricted Permit

The Highway Safety Code allows the person whose driver's licence has been revoked because he committed an offence against the Criminal Code or because he has 12 demerit points in his file to obtain a restricted licence for purposes of pursuing his principal job from which he makes his living.

The driver must, however, give proof of the indispensability of his car for his work before a judge, and request him to issue an order allowing him to obtain a restricted licence. This order must be presented to the Régie which will, at no cost, issue a restricted licence to the person concerned, after a review of his file.

It is, however, impossible to obtain a restricted licence if the petitioner's licence has already been revoked, for whatever reason, during the two years preceding his request for a restricted licence.

It should be noted that use of the restricted licence for purposes other than performing the main job is considered an offence and is subject to the same penalties as the

Obey the crossing guard — or pick up two demerit points.

illegal driving of a vehicle during revocation of a licence.

Situation of Non-Residents

If you are not a resident of Québec, you should know that any non-resident with a valid driver's licence duly issued in his country or in another Canadian province may drive an automobile in Québec for a maximum of six consecutive months.

Also, any valid international driver's licence issued to a foreign tourist in his own country or to a person who is not yet a naturalized Canadian is recognized in Québec.

As for students, "coopérants" and trainees studying or working in an institution of learning, under a government cultural exchange program, they are exempted from obtaining a driver's licence for a passenger vehicle for the duration of the study or training period in Québec. The non-resident student, "coopérant" or trainee must, however, have a driver's licence issued in another province, state or country which in similar circumstances offers the same privileges to Québec residents.

Certain non-residents are exempted from the examination to obtain a driver's licence if they can prove that they have a valid driver's licence issued in their own country: they are consuls, vice-consuls, trade representatives, their assistants, their spouses and their adult children, as well as members and delegates of the International Civil Aviation Organization.

Finally, any non-resident who establishes his domicile in Québec must, within 90 days of settling here, obtain a Québec driver's licence, even if he has a valid licence from another province or country. The holder of a valid licence issued in another province can, on moving to Québec, exchange it without taking an exam for a licence of the corresponding class issued by the Régie, on payment of the required fee.

Note

Non-residents who have no driver's licence and wish to drive in Québec must go through the same process to obtain their licence as a resident of Québec. In some cases they may use the services of an interpreter when sitting for the examinations of the Régie de l'assurance automobile.

Vehicle Registration

If you own a road vehicle you must have a valid registration certificate from the Régie de l'assurance automobile du Québec. In addition, your vehicle must carry a registration plate appropriate to its category.

Registration of your vehicle is renewed each year

Since April 1, 1983, registration of vehicles has been spread over the year. The month in which you must renew your registration for a passenger vehicle is determined by the first letter of your surname.

Vehicles Bought from a Dealer

When you buy a vehicle from an authorized dealer he gives you a registration application form. You need only fill it out, sign it and go to a service centre of the Régie de l'assurance automobile. After payment of the registration fees, the insurance premium, and the fee of the Commission de transport du Québec if required, you will receive a registration plate and certificate. The dealer can also give you a temporary registration certificate, valid for 10 days and not renewable. This document, along with the registration application form, allows you to drive the vehicle you have just bought and to apply for registration in your name before the deadline.

If you turn in your vehicle to a dealer without buying a new one you must give the dealer the registration certificate, after endorsing it, and go to a service centre of the Régie with your registration plate and a registration application form in the dealer's name. At that time you may be given a credit note.

If, however, you turn in your vehicle to the dealer and buy a new one, you must keep your registration plate, give the endorsed registration certificate to the dealer, and go to a service centre of the Régie with the registration application form issued by the dealer, to ask the Régie to issue a certificate appropriate to the new vehicle.

Vehicles Bought from a Private Individual

If you buy a car from a private owner you must go with the vendor to a service centre of the Régie de l'assurance automobile. The vendor must then give up his registration plate and his endorsed registration certificate. If you exchange vehicles with another person who, like yourself, is not a dealer, you must both hand over your plates and endorsed registration certificates and apply for a new registration.

Finally, the Highway Safety Code stipulates that if you become the owner of a road vehicle as a result of a death, a gift, an apportionment, a liquidation, a bankruptcy, a seizure, the complete transfer of property of a company or a sale by order of the court, you must turn in the registration certificate to the Régie and apply for a new one, after paying the prescribed fees.

Cost of Registration

The cost of registration varies with the type, use and place of use of your vehicle. This sum, which is paid annually, includes the fee for registration, the contribution to the Québec Automobile Insurance Plan, the issuance fee and, finally, the fee of the Commission des transports, where applicable.

Address and Change of Address

The address which must appear on your registration certificate is that of your principal residence, or your place of business in the case of a corporate body.

You must inform the Régie of any change of address that has taken place since your last application or registration renewal. This must be done within 30 days of your move. You may use for this purpose the stub of your registration certificate.

In the event of a further change, you may use the change of address confirmation notice received from the Régie.

Validation and Term of Registration Certificate

Your registration certificate is validated by a stamp affixed by the Régie as well as your own signature. Your registration certificate and your sticker issued by the Régie are valid from the date of issue to the last day of your renewal month.

Carrying Registration Certificate

When you drive your vehicle on a public road, in addition to your driver's licence and a liability insurance certificate, you must have with you your vehicle's registration certificate. If a police officer, for verification purposes, asks you to show him your registration certificate, you must be able to comply.

Illegal Practices

Did you know that it is a serious offence to affix to a vehicle a plate or sticker not issued by the Régie, or issued for another vehicle or counterfeited?

Lending Vehicles

Before lending your vehicle to another person be sure that he or she has a driver's licence of the right class and is in fit condition to drive.

Annual Renewal of Registration

Every year you must renew your registration certificate and your registration plate must have a new sticker.

In 1983 you received a second sticker indicating the month for renewal set by the Régie de l'assurance automobile. From now on you will renew your vehicle's registration in the month the Régie has indicated.

The Régie accordingly sends by mail each year, a registration renewal notice along with the required form. You can receive your validated certificate and sticker at home if you mail the completed form in time along with the required fees.

If you do not want to take advantage of registration by mail, you can renew it at one of the Régie's service centres or at a participating caisse populaire. It should be noted that the Régie de l'assurance automobile grants no period of grace to those who are late.

Refusal or Suspension of Registration

The Régie de l'assurance automobile may refuse to register any vehicle whose owner already owes money for a previous registration application. The Régie may also suspend the registration of a vehicle if it was obtained under false pretences or if a mechanical test certificate states that the vehicle constitutes a public danger.

Maintenance

The registration plate must be solidly attached to the back of your vehicle. It must be kept clean and adequately lighted. A police officer may demand that it be cleaned.

Discarding or Scrapping Vehicle

If you discard your vehicle you must at once return the registration plate and certificate as well as your vehicle's serial number, to the Régie.

Credit Notes Issued

Did you know that you can, in certain circumstances (for example, if you sell your car or put it up for the winter), be reimbursed for a part of the amount you have paid for registration? The credit obtained from the Régie may also apply to your contribution to the Automobile Insurance Plan or, as the case may be, to the fees you pay the Commission des transports du Québec or your driver's licence fee.

If you have the right to a refund the Régie de l'assurance automobile will issue a credit note to you. You may then request repayment of the surplus you have paid, or apply it to registration of another road vehicle (within the same registration year), up to the amount of your credit note.

Equipment and Mechanical Condition

Just owning a vehicle is not enough; you must maintain it in good condition and, above all, ensure that its fittings and accessories comply with the Highway Safety Code and transport regulations.

Headlights and signal lights, tires, mudguards, brake and exhaust systems, mufflers, windshields, windows and a number of other parts must be up to precise government standards. The same applies to compulsory accessories such as the horn, the rear-view mirrors, the odometer and speedometer, the windshield wipers and, in most cases, the windshield washer system.

Do not clutter up your car with useless accessories. Some of them, by the way, are prohibited, including radar speed detectors and fixed flashing or rotating lights which may be used only on certain classes of vehicle; you must leave the fixed, flashing or rotating red lights to emergency vehicles, blue lights to police vehicles (which may have both blue and red lights), and the yellow ones to service, heavy equipment, escort, snow removal and road maintenance vehicles.

Seat Belts

The Highway Safety Code requires that the front and back seats of all passenger vehicles be fitted with seat belts. This obligation extends to rented vehicles and taxis.

Having seat belts, however, is not enough: we have to use them! And, in fact, the law requires the driver and all passengers (including children under five) sitting in the front of a passenger vehicle or a taxi to wear seat belts.

Policemen are exempt from wearing seat belts, but only when they are on duty.

Finally, no one may remove or have removed, modify or have modified, or make unserviceable a seat belt either in whole or in part.

Penalties

A fine of $50 to $100 can be imposed on anyone modifying or removing seat belts from the front seat of a passenger vehicle.

Moreover, any driver of a passenger vehicle on a public road who does not fasten his safety belt, or who transports a child 16 or under on the front seat of his vehicle without ensuring that he is secured is liable to a fine of $25 to $50.

Finally, any passenger aged 16 or over sitting in the front of a vehicle without fastening his seat belt is also liable to a fine of $25 to $50.

Children and safety belts

Everyone knows that children must not be allowed to stand in a moving vehicle; but we must never believe that they are safe on our knees or in our arms, even in the slightest collision.

Here are some tips from the Québec Safety League:

— Children weighing over 18 kg should use regular seat belts and always sit in the back. Make sure the belt is over their hips rather than their stomachs.

- Children weighing less than 18 kg should use a safety seat solidly attached to the rear seat. It should never be installed on folding or hinged seats unless the back of the seat has a holding device.
- The infant's safety seat provides maximum safety for new borns until they are able to hold their heads up while sitting. It should face the rear of the car and be securely held by a back seat safety belt. It can also be installed on the front seat.

Modifications to the Vehicle

Before starting any kind of modification to your vehicle, remember that any change in the chassis, body or any mechanism likely to affect its stability or braking capacity, or any conversion to another type of vehicle, must first be authorized by the Régie de l'assurance automobile du Québec.

If you have modified your vehicle and intend to drive it on the public roads, it must undergo a mechanical check by an inspector from the Régie.

Inspection of Vehicles

Every year the Régie's Division de la verification mécanique inspects thousands of private and public vehicles (including ambulances, school buses, driving school cars, etc.).

Mechanical inspection is done in permanent inspection centres in Québec City and Montréal. The other regions are served by itinerant inspection teams.

The Régie's inspectors cannot require that a road vehicle be subjected to a mechanical check unless they have reason to believe it has been modified or constitutes a danger to safety. They may also have the vehicle taken to a garage at the owner's expense in order to make the inspection.

When the vehicle tested has major defects, the Régie withdraws the owner's registration plate and certificate, thus preventing him from driving it. The vehicle can be driven again only when it has been found to comply with safety standards after a second complete mechanical inspection.

If an inspector demands that your vehicle be inspected, you must comply with his request.

Vehicle That Has Been Modified or Scrapped

Any road vehicle that has been scrapped, or modified by anyone but a specialized company, may not be registered unless the owner has had it subjected to a regulation inspection by an inspector of the Régie de l'assurance automobile.

Reminder of Some Offences and Fines

The following is a table showing some offences against the Highway Safety Code and the fines they entail. Drivers should remember that payment of a fine without prosecution is equivalent to an admission of guilt, and that non-payment of a fine can result in a court appearance.

Offence	Fine
Driver's licence Not carrying driver's or learner's licence, restricted licence or certificate of competence	$25 or $50
Failure to inform the Régie of a change of address within 30 days	$50 to $100
Driving a road vehicle on a public road without holding a driver's licence, a learner's licence, a restricted licence or a certificate of competence	$100 to $200
Driving a road vehicle while the driver's or learner's licence is suspended or revoked	$200 to $500
Knowingly giving false or misleading information on an application for a driver's or learner's licence	$200 to $500
Registration Not carrying on one's person the registration certificate, certificate of insurance or solvency, proof of duration of loan, or a copy of the rental contract	$25 to $50
Failure to inform the Régie of a change of address within 30 days	$50 to $100

Offence	Fine
Using a road vehicle bearing a registration plate which is not of the category established by the Régie's regulations	$50 to $500
Altering a plate, or making or installing a counterfeit plate	$200 to $500
Equipment and mechanical condition Driving on a public road an automobile or motorcycle without a muffler or exhaust system in good working condition	$25 to $50
Driving an automobile vehicle that is not equipped with two rear-view mirrors	$25 to $90
Driving a road vehicle or a combination of road vehicles which is not at all times equipped with a double braking system in good working order	$50 to $100
Putting back into operation a road vehicle or combination of vehicles without providing a police officer with evidence of conformity with regulations	$50 to $100
In whole or in part, modifying a seat belt or having it modified, or making it unserviceable or having this done	$50 to $100

Offence	Fine
Driving an automobile, motorcycle, moped, bicycle, or combination of vehicles whose braking system has been modified or altered in such a way as to reduce its performance and efficiency	$100 to $200
Modifying, erasing, making illegible, replacing or removing a serial number without previous authorization from the Régie	$200 to $500
Driving behaviour Lack of courtesy to a pedestrian	$25 to $50
Failure to stop to allow a pedestrian to use a pedestrian crossing	$25 to $50
Failure to yeld the right of way to a pedestrian crossing on a green light, or to one crossing on a white signal or a flashing light	$25 to $50
Driving a passenger vehicle on a public road without having the seat belt properly fastened	$25 to $50
Driving a passenger vehicle on a public road when the front seat passenger of over 5 years of age is not secured by a seat belt or other prescribed safety device	$25 to $50
Following another road vehicle without keeping a prudent and reasonable distance	$25 to $50

Offence	Fine
Causing tires to squeal unnecessarily	\$25 to \$50
Failure to comply with signs set up on a public road	\$25 to \$50
Failure to give a signal of intention to pass by means of turning signal lights	\$25 to \$50
Failure to dim headlights when less than 150 m from a vehicle ahead or one you are about to meet	\$25 to \$50
Abrupt braking for no reason of safety	\$50 to \$100
Speeding up while being passed or just before	\$50 to \$100
Causing a road vehicle to swerve side to side	\$50 to \$100
Passing a bicycle within a single lane without sufficient room	\$100 to \$200
Passing on the approach to or on the top of an elevation, on a curve with inadequate visibility, when approaching or within an intersection, a level crossing, a viaduct, a tunnel or a pedestrian crossing	\$100 to \$200
Passing on the right, or crossing a solid line to pass	\$100 to \$200
Drinking alcoholic beverages in a road vehicle (whether the driver or the passengers)	\$100 to \$200

Offence	Fine
Driving a car for a wager, stake or race with another vehicle	$200 to $500
Speeding and reckless driving likley to endanger safety, life or property	$200 to $500
Speeding If speed exceeds the limit by 1 to 30 km/hr: for every complete 5 km/hr above the limit	$20 + $5
If speed exceeds the limit by 31 to 60 km/hr: for every complete 5 km/hr above the limit	$20 + $10
If speed exceeds the limit by 61 km/hr or over: for every complete 5 km/hr above the limit	$20 + $15
Examples: Speed limit: 50 km/hr Speed driven: 75 km/hr Excess speed: 25 km/hr	Fine: $20 + $25 = $45
Speed limit: 70 km/hr Speed driven: 135 km/hr Excess speed: 65 km/hr	Fine: $20 + $195 = $215
School bus Failure to stop vehicle more than 5 m away from a school bus whose flashing lights are on	$200 to $500

Offence	Fine
Driving past a school bus in either direction before the flashing lights are turned off and without making sure there is no danger	$200 to $500
Accidents Refusing or neglecting to make a report to the Régie within the prescribed time limit, or to give an opinion or piece of information to the Régie	$100 to $200
Driver involved in an accident: — not remaining at the site or not returning there at once; — not giving the required assistance to a person who has been injured or has suffered damage; — failing to call police when a person has been injured; — failing to give in writing his name and address, the number of his driver's or learner's licence, the number of his certificate of competence, or the name and address of the vehicle's owner and its registration number, to a police officer or a person who has suffered damage or injury.	$200 to $500

Joint Accident Report

The Groupement des assureurs automobiles has developed a form called the "Joint Accident Report".

As is stated on the form, the joint report does not constitute an admission of fault, but establishes such identities and facts as will serve to speed up the procedures following the accident.

The two drivers involved in the accident agree to complete the form in precise compliance with the rules given on the back.

If you wish information on this subject or would like to receive a form (if you do not already have one), ask your insurance representative or agent.

Chapter 12

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Income Tax

Québec Income Tax

Québec is the only Canadian province that collects its own income tax from individuals. This does not mean that Quebecers are the only Canadian citizens who pay provincial income tax; in the other provinces, the provincial income tax is collected by the federal government.

Income Tax Returns

Everyone knows what an income tax return is: it's the form that all of us (or nearly all) have to fill out once a year, before April 30. Sound familiar?

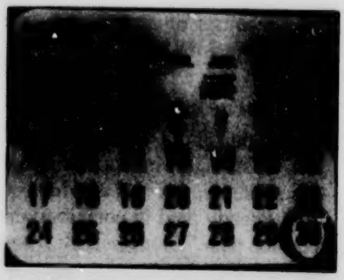
Who has to file a return?

If you were residing in Québec on December 31, 1983, you must declare all your income for 1983 by April 30, 1984.

If you had no taxable income, you are not obliged to file a return unless the Minister of Revenue requests that you do so, or unless you are claiming a property tax refund, a work income supplement or an availability allowance for children under six years of age.

Personalized form

This is the tax form which is sent to you by mail and which bears a label with your name, address, social insurance number, etc. If you filed a return last year, you should automatically receive a personalized form this year. If you have mislaid it, or not received it, you may obtain another form from the offices of the ministère du Revenu or Communication-Québec, or at a caisse populaire.



April 30 — The moment of truth: final deadline for filing your income tax return.

Short form

There are two types of income tax forms. The four-page "long form" is the more complete version and can by used to declare all types of income or to make all types of deductions. However, more than 2.5 million tax-payers have only a limited number of income sources and deductions; for these people, the ministère du Revenu has designed a short form which contains only two pages and is easier to fill out. This form is distributed only through the mail.

If you have received a short form in the mail but cannot use it because it has no provisions for some of your incomes or deductions, you must use a long tax form.

Information slips (“relevés”)

When you fill out your tax return, you must state you income from various sources as well as what you have already paid in contributions (pension plan, union dues, etc.) and income tax.

You can obtain all these figures by consulting the information slip “1” (formerly called the TP4) and other slips sent to you by your employer, your bank or caisse populaire, the provincial or federal governement, and other sources of income.

But of course you know all that.

What to do if your employer hasn't sent your “relevé 1”

Normally, employers have until the end of February to sent the “relevé 1” information slips to their employees; if they do not respect this deadline, they can be penalized.

If you have not received your slip, you should remind your employer to send it. When you file your return, if you still have not received your slip, you must include all your cheque stubs (or photocopies) as well as the necessary explanations and information.

Remember that even if you do not receive a “relevé 1”, you must nevertheless file your return by April 30.

How to fill out your tax form

With patience, honesty and good humour, and with the help of the guide that comes with both the long and short tax forms.

This guide is the best source for all the information you need to fill out your return.

If the guide fails to answer all your questions or if you need explanations, contact a Revenu Québec office at one of the addresses listed in the guide. If you have to call long distance, you may do so toll free; just dial “0” and ask for Zenith Revenu Québec.

In March and April, the ministère du Revenu opens temporary offices in all regions of Québec, for anywhere from one week to two months. The dates these offices will be open are annonced through the local media.

Payment of Income Tax and Contributions

As you know, you do not pay your income tax and Québec Pension Plan contributions when you file your return; you pay them in the course of the year for which you are filing the return. If you have taxes to pay in April, this is merely an adjustment to the taxes paid during the preceding year.

There are two ways to pay income tax: deductions at source and quarterly instalments.

Deductions at source

"Deduction at source" means tax money which is taken directly from the income you receive (pay cheque, unemployment insurance benefit, etc.).

If you earn a salary, most of your income tax is normally taken from your pay cheque by your employer, who transfers the money to the ministère du Revenu.

By filing an income tax return, you determine whether you paid too much tax during the year (in which case you will receive a refund) or not enough tax (you must pay the balance).

Quarterly instalments

If your income tax is not deducted at source (notably in the case of retirement income or interest), you must pay it in quarterly instalments.

To determine whether this form of payment applies to you, just ask yourself three questions:

- Did I pay $600 or more in income tax last year?
- Do I expect to pay $600 or more in income tax this year?
- Is at least 25 % of my net income this year not subject to deductions at source?

If you answered YES on all three counts, you must pay your income tax and Québec Pension Plan contributions in quarterly instalments on March 31, June 30, September 30 and December 31.

The form for calculating instalments can be obtained from any Revenu Québec office.

Farmers and fishermen

The above provisions concerning payment of income tax and contributions also apply to farmers and fishermen. However, fishermen make only one payment, the deadline for which is December 31. This payment is equal to 2/3 of one of the following:

- income tax and Québec Pension Plan contributions for 1983,

or

- estimated income tax and Québec Pension Plan contributions for 1984,

whichever is less.

Personal Exemptions

In addition to certain general deductions, individuals can claim personal exemptions in their calculation of their taxable income. For the 1983 taxation year, these exemptions are as follows:

- basic exemption: $5030

- age exemption (65 or over): $2100
- deduction for family support: $3770
- deduction for dependents aged 16 to 17: $770
- deduction for dependents aged 18 or over: $1260
- deduction for membership in a religious order: $3770

The deductions for family support and for dependents aged 16 or over vary according to the net income of the spouse or the dependents, if applicable.

Refunds

Any overpayment of income tax or Québec Pension Plan contributions will be refunded by Revenu Québec. You must request the refund within four years of the taxation year during which the overpayment was made.

Revenu Québec will also pay interest on the overpayment, provided the amount of the interest is more than $1.00.

Late Filing

If you file your return after April 30, you must pay a penalty of 5% of the balance due plus 1% for each month passed since the deadline (up to 12 months). In addition, the total is subject to interest calculated from April 30.

Assessment Notice

The assessment notice is the official document sent by the ministère du Revenu to each taxpayer who has filed an income tax return. It tells you how much income tax you still have to pay or how much you can expect as a refund.

Normally, you should receive an assessment notice eight weeks after the ministère du Revenu has received your return.

Contestation

If you do not agree with the amount of income tax or contribution determined by the ministère du Revenu, you may submit a notice of contestation. You will need a special form which is available from the offices of the ministère du Revenu.

You have 90 days from the date indicated on the assessment notice to submit your notice of contestation, in duplicate, to the Deputy Minister of Revenue.

The balance due according to the assessment notice must still be paid, but it will be refunded with interest if your contestation proves valid.

Please note that you may be able to solve your problem without resorting to contestation; simply contact the ministère du Revenu before the 90-day period is up.

Appeal

You will be notified of the Deputy Minister's decisions regarding your contestation. You can appeal this decision before the courts by filing a motion with the Provincial Court or with the clerk of your county seat for a fee of $15. This procedure applies only if you are contesting an amount for income tax or a Québec Pension Plan contribution.

If you are still not satisfied, you may take your case to the Court of Appeal.

Federal Income Tax

In Québec, taxpayers must also file a federal income tax return and pay federal income tax. You must therefore file two returns every year: one for Revenu Québec and one for Revenue Canada.

Information

For information on federal income tax, contact any Revenue Canada office or call Zenith 0-4000.

Employer Number

Any person who hires employees must be given an employer number (also called an "agent number").

The ministère du Revenu assigns this number and provides the information necessary for making deductions at source.

Savings Plans

You can take advantage of savings plans that enable you not only to make your money grow at high interest rates but also to obtain substantial tax reductions while preparing for your future of investing in Québec.

Retirement Savings Plan

Under certain conditions and up to a certain limit, you can deduct your contributions to a retirement savings plan from your taxable income, thus reducing the amount of income tax you have to pay.

Contributions

You may make as many contributions to your retirement savings plan as you wish.

You may contribute up to 20% of your earned income (maximum $5500 a year).

If you already have a registered retirement savings plan in your name, or if, in the course of the year, your employer paid into a deferred income plan for you, you may still contribute the lesser of the following two amounts: $3500, or 20% of your earned income less the contributions you have already paid into your registered retirement savings plan during the year.

Tax benefits

Contributions made before the end of February can be deducted from your total income for the preceding year.

Interest accrues tax-free for the duration of the plan.

If you need to borrow in order to participate in a retirement savings plan, the interest on the loan is also tax-deductible, except if the loan was used to contribute to your spouse's plan.

You may also contribute to a plan in your spouse's name and deduct the contribution from your own taxable income.

Information

Information pamphlets may be obtained at banks and caisses populaires. Some life insurance companies and other institutions also offer these plans.

Home Ownership Savings Plan

Until 1982, taxpayers could deduct up to $1000 in contributions to home ownership savings plans from their taxable incomes.

As of 1983, these contributions are no longer deductible from provincial income tax.

However, when you withdraw funds from your home ownership savings plan and use them to purchase an owner-occupied home, this capital is still tax-free. You must make the purchase in the same year in which you withdrew the funds or within the first 60 days of the following year. Also, the purchase must take place no later than the 21st year after the date on which you opened the plan.

Stock Savings Plan

The stock savings plan enables individuals (not trust companies) in Québec to cut down on taxes by deducting amounts invested in new stock issues offered by Québec companies. This tax benefit is applicable only to provincial income tax.

The stock savings plan can be very advantageous because it results in a real reduction in taxes, unlike other plans which only postpone the payment of taxes, as is the case with the retirement savings plan.

Allowable deduction

You are entitled to deduct 150% of the purchase cost of all eligible shares issued publicly by Québec companies and acquired after May 10, 1983. The deduction will apply to the 1983 taxation year.

In order to take full advantage of the tax credit allowed under the stock savings plan, you must maintain the same value of stock holdings for the two taxation years following the year in which you purchased the shares. For example, if you purchase $1000 worth of shares, you cannot sell them for the next two years unless you replace them with other eligible shares worth the same amount. If you sell them without replacing them by shares of equal value, you cannot claim the deduction; moreover, you will have to add the capital gain from their sale to your income for the year in which the sale is made.

The dividends received on shares held under the stock savings plan are taxable; however, you are entitled to the same tax credit that is granted for dividends received from taxable Canadian corporations.

Who can benefit?

All individuals (not trust companies) residing in Québec can participate in a stock savings plan, provided they conform to the provisions of the law governing the plan.

Limit to investment

You can invest 20% of your earned income (less any losses incurred during the year) or $15,000, whichever is less. However, from this amount you must subtract any contributions to a registered retirement or home ownership savings plan.

Allowable shares

The shares must be issued by a corporation which has its head office in Québec or which, during, its last fiscal year ending before the date of the prospectus or circular that the corporation must issue for purposes of the stock savings plan, paid over half of its total salaries to employees of an establishment of the corporation located in Québec. They must be voting shares and must be part of the common share capital of a generally public company. You must purchase the shares directly from the company as a first purchaser. Finally, they must be part of a new issue and the corporation must mention in its prospectus that they are eligible for the stock savings plan.

Added benefit

Some people hesitate to invest in a stock savings plan because they do not yet have the necessary capital. If this is your case, you should note that the interest on loans for investing in a stock savings plan is tax-deductible.

SODEQ

A SODEQ (société de développement de l'entreprise québécoise) is a company for the development of Québec industry. Its role is to channel individual savings into investment funds for small and medium-sized businesses.

Tax benefits

If you are a Québec taspayer and you invest in a SODEQ, you may deduct 25% of the amount invested, up to a maximum of $25 for every share purchased.

This deduction applies to Québec income tax only.

Other Taxes

Municipal Taxes

By paying municipal taxes, you help finance your municipality and the services it offers. These taxes, which constitute the main source of revenue for the municipality, are either based on property value or rental value or are attached to a particular service (in the latter case, they are called service taxes or "rates").

Property Taxes

There are two kinds of property taxes: general and special. The general property tax finances the general administrative expenses of the municipality; it applies over the entire municipal territory and is based on the value of the immovable as entered on the assessment roll. Special taxes are used to pay back loans taken out to finance capital expenditures. A special tax may apply to all property-owners in the municipality or only to those in a particular neighborhood, and it may be based on the value, frontage or area of the property.

Assessment

Because property values form the basis of the municipal taxation system, it is essential that each rate payer's property be assessed fairly and with uniform criteria.

As a ratepayer, you have the right to know the assessed value of your own and other ratepayers' property. You may also contest an assessment that you think is unfair.

The assessment roll lists all the immovables that have been assessed in the municipality, together with their characteristics and the value assigned to them. The assessment roll and the rental value roll are public documents and may be consulted at the municipal office.

Assessment Notice

The municipality must send an assessment notice to each ratepayer entered on the assessment roll; this notice is sometimes included in the tax bill. It must list the immovables owned by the ratepayer, the value of each, and the ratepayer's religious denomination for school tax purposes, as well as the procedure and deadline for submitting a complaint.

Reforestation

To encourage reforestation of private lands used for commercial forestry purposes, section 156 of the Lands and Forests Act reads as follows: "As long as at least 740 trees to the hectare are kept, lands replanted in trees, except those situated in a city, town or village municipality, shall retain, for a period of thirty years, the assessment which they had before the planting; at the expiration of such period of thirty years, the municipal assessment of such plantations, provided they remain as wooded land, can only be changed every ten years''.

This provision applies only to lands reforested by man, and its application is the responsibility of the municipalities. To take advantage of the provision, notify the secretary of the municipality in which the planting was done; it is preferable that this notice be given by registered mail.

Contestation of Assessment

If you have good reason to contest an assessment, you may submit a written complaint to the secretary of the section of the Bureau de révision de l'évaluation foncière du Québec that has jurisdiction over your municipal corporation. The letter of complaint must state your reason for opposition and the rectification you expect. It must be accompanied by a copy or facsimile of your property tax bill.

The Bureau de révision

The Bureau de révision de l'évaluation foncière du Québec has the same functions as a specialized court. Its role is to hear and adjudge ratepayers' complaints concerning property and rental values entered on the assessment roll.

Most of the members of the Bureau have specialized backgrounds in law, civil engineering or appraisal.

Any decision of the Bureau may be appealed before the Provincial Court, the Court of Appeal and the Supreme Court of Canada.

For more information, contact your municipal secretary or the

— **Bureau de révision de**
l'évaluation foncière du
Québec
800, place d'Youville
4e étage
Québec (Québec)
G1R 3P4
(418) 643-3355

or

— **3, Complexe Desjardins**
Tour Nord, 27e étage
Montréal (Québec)
H5B 1E3
(514) 873-4083

Business Tax

The business tax is calculated according to the rental value of a place of business. Anyone who operates a business must pay a municipal business tax, the rate of which may not exceed 5.5 times the overall taxation rate in that municipality.

Service Taxes

Service taxes are directly attached to the services they finance, such as snow removal, garbage collection, and waterworks and sewage

Your municipal taxes work for you all year round, by financing snow removal, garbage removal, water and sewer services.

systems. They may be levied at a fixed rate or in proportion to the use of the service in question.

Tax Bill

The tax bill, often accompanied by an assessment notice, informs you of your contribution to municipal expenditures.

Payment

You may pay your property tax in two instalments with no extra charge if the tax bill is at least $300. The first instalment must be paid 30 days after the bill is sent out; the second is due July 1, unless a later date is specified on the bill. A municipality may pass a bylaw allowing tax bills to be paid in three to six equal instalments over a six- or seven-month period. It may also extend this privilege, again with a bylaw, to the payment of other taxes.

Interest and rebates

The municipality may charge interest on accounts overdue; on the other hand, it may grant a rebate to a ratepayer who pays the account before the deadline.

School Taxes

The governement has given municipalities the right to levy school taxes on behalf of school boards.

A school board may ask the municipality to send out tax bills to cover some of its non-subsidized expenses. The bill also includes the assessment of the immovable taxed.

Information

You can obtain further information from

- **your regional school board**
- **the secretary-treasurer of your municipality**

or

- **Ministère de l'Éducation**
  du Québec
  Financement des opérations
  Édifice G, 9e étage
  Québec (Québec)
  G1R 5A5
  (418) 643-8678

Property Tax Base

From now on, the regional board and the school board must each levy its own tax.

Tax Rate

All school boards must submit budgets in which revenues and expenditures are balanced.

To ensure this balance, a tax must be levied to offset any expenditure not covered by subsidies or other revenues.

Assessment Roll and Collection Roll

The collection roll is based on the municipal assessment roll in effect on July 1 of the proceding year. For the 1983-1984 school year, the roll used is that in effect on July 1, 1983, i.e. the roll for the 1983 municipal year.

The taxable value as reflected in the collection roll corresponds to the standardized taxable property assessment. For companies or neutral parties, this assessment is divided in accordance with section 391 of the Education Act.

Changes in the assessment roll

The secretary-treasurer of the municipal council must notify the secretary-treasurers of the school boards within two weeks of any changes to the assessment roll.

Tax collection

The municipal council must collect taxes for the school board together with its own taxes whenever so requested by the school commissioners or trustees. However, for the Island of Montréal and Québec City, this request is not necessary.

A school board within a regional board is responsible for the collection of taxes for the regional board.

The municipal council may retain a collection fee on the school tax by agreement with the school commissioners or trustees or, in the absence of an agreement, in keeping with government regulations.

Special Tax

The accumulated deficit at June 30 is determined as closely as possible by the local school board, and is covered by a special tax as a transitional measure in accordance with section 501 of the Act respecting municipal taxation.

The special tax is not subject to approval by the electors unless it is designed to collect a higher rate of taxes than that allowed by sections 354.1 and 558.1 of the Education Act or by section 500 of the Act respecting municipal taxation.

Penalty

As in the case of municipal taxes, any citizen who fails to pay the school tax will be charged interest.

For information, contact your local school board or the secretary-treasurer of your municipality.

Property Tax Refund

Whether you are a property owner or a tenant, you may be entitled to a property tax refund.

Refund application forms and instructions for completion are sent to all ratepayers along with their income tax return forms. The application must be submitted by April 30 of each year.

Refund for Farmers

Owners or occupants of farms can receive refunds from the ministère de l'Agriculture, des Pêcheries et de l'Alimentation on part of their municipal property taxes, school taxes and service rates.

To be eligible for a refund, the farm owner or occupant must be a farm producer withing the meaning of the law. He must also have paid his tax bill and must apply for a refund using the form sent out by the department.

For details, contact your local agricultural information office.

Amusement Tax

What do theatre-goers and movie-lovers have in common with hockey, wrestling and baseball fans, or with people who like to go dancing or skating or play bingo?

Besides enjoying some form of entertainment or recreation, they all pay an amusement tax.

This tax is collected by the municipality in which the place of amusement is located.

Amusement tax is not restricted to those who pay an admission price: even if you hold a complimentary or season ticket, or if you are admitted free of charge to a place of amusement, you still must

Amusement tax is collected by the municipality where the place of amusement is located. It amounts to one-tenth of what you paid for admission.

pay the tax, based on the admission price you would normally pay.

Each time you pay this tax, you give 10% of the admission price to the city in which your favorite musician, athlete or actor is performing.

Consumer Taxes

All consumers know that they must pay taxes on most of the goods and services they purchase.

It would take too long to list all the goods and services that are subject to consumer taxes. We will simply list the taxes collected by the ministère du Revenu on various categories of goods and services. After each category we will indicate the name of the statute governing the consumer tax.

The sale of movable goods is subject to a 9% tax. Some of the items exempt from this tax are foodstuffs, home heating oil, medication obtained by prescription, prostheses and orthopedic devices, eyeglasses, newspapers, magazines, books, clothing and shoes (under a certain price), and furniture (Retail Sales Tax Act).

A 10% tax is levied on meals over $3.25 which are sold or served in restaurants and hotels, whether eaten on the spot or delivered outside, as well as on alcoholic and carbonated beverages sold in these establishments (Meals and Hotels Tax Act).

Tax must be paid on fuels, including gasoline and diesel fuel used in motor vehicles (Fuel Tax Act).

There is also a tax on tobacco: cigarettes, cigars and other tobacco products (Tobacco Tax Act).

A 9% tax applies to all long-distance communication except regular telephone service (Telecommunications Tax Act).

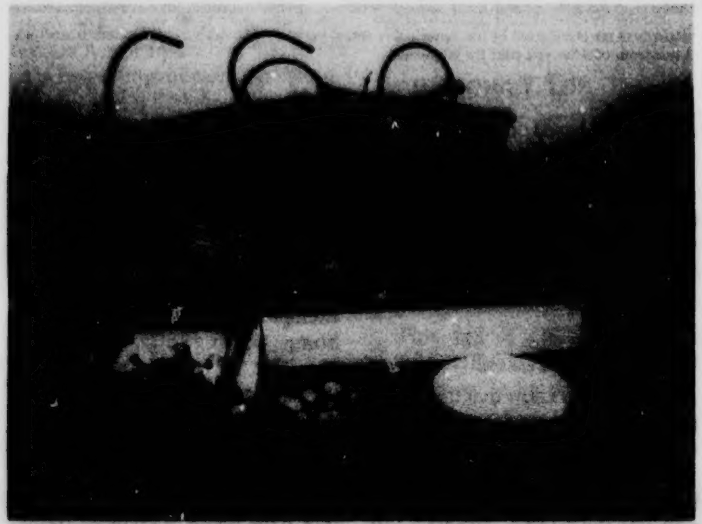
Commercials broadcast over radio or television are subject to a 2% tax (Broadcast Advertising Tax Act).

There are also taxes that must be paid in order to obtain certain permits (Licenses Act).

Whom They Apply to

All Québec taxpayers are affected by at least some of the statutes on taxes.

Anyone who operates a business in Québec is also affected, because he or she must act as an agent for the Minister of Revenue in the collection of taxes.



A 9% sales tax is added to the value of most moveable goods, although there are exceptions: books, glasses, and drugs prescribed by the physician.

Services to the Public

Whether you are an agent for the Minister of Revenue or a taxpayer, you should contact Revenu Québec if you have any questions about tax legislation. For example, you may wish to know whether a certain item or service is taxable, or what procedure to follow under certain circumstances, or you may need explanations on the content of the legislation and how it is to be applied.

If you are an agent of the Minister of Revenue for the collection of any of these consumer taxes, you have a right to receive all the assistance you need from the department in order to fulfill your duties as an agent.

Whenever you purchase a movable good subject to sales tax, pay for a meal or beverage in a restaurant, or buy cigarettes, you are justified in wondering whether the tax you have paid will be given over to the Minister of Revenue or misappropriated through fraud.

Revenu Québec has set up several control systems which enable it to apply the legislation effectively and which, although the ordinary taxpayer may not be aware of them or make use of them, can be described as services to taxpayers. The following are descriptions of some of these systems.

Registration certificate

Any person who sells goods subject to retail sales tax, meals tax, fuel tax or tabacco tax must hold a registration certificate issued by the Minister of Revenue. If the establishment does not hold such a certificate, you are right to wonder what becomes of the money you hand over as tax when you make your purchase.

Identification of beer

Beer to be sold in restaurants and bars is specially marked to distinguish it from beer sold in authorized food stores for consumption at home. It is identified on the label by a line around the indication of the quantity contained and its alcohol content.

You have a right to request that the beer you order in a restaurant or bar be served in the original bottle (except if it is draft beer). If the bottle does not bear the special marking, chances are your tax money is not going to the right place.

Identification of cigarette packages

If you want to ensure that the tax you pay on cigarettes is in fact given to the Minister of Revenue, just examine the tear strip on the cellophane wrapper. There should be dashes (not dots) before and after the word "Canada".

If you encounter a dubious situation, you should notify the ministère du Revenu so that the matter can be investigated. By taking this step, you will be doing yourself a favour as well as helping other taxpayers.

Services of the ministère du Revenu

The department has two main offices, one in Québec City and one in Montréal, as well as regional offices in Hull, Rimouski, Trois-Rivières, Sherbrooke, Jonquière, Rouyn, Sept-Îles and Toronto.

QUÉBEC CITY

— **3800, rue Marly**
Sainte-Foy (Québec)
G1X 4A5
(418) 659-6500

MONTRÉAL

— **3, Complexe Desjardins**
C.P. 3000
Succursale Desjardins
Montréal (Québec)
H5B 1A4
(514) 873-2611

You may call toll free by dialing "0" and asking for Zenith Revenu Québec.

Duties on Publicity Contests

Any person or organization who wishes to hold a publicity contest must give prior notice to the Régie des loteries et courses du Québec and must pay a tax in accordance with section 58 of the Act respecting Lotteries, Racing, Publicity Contests and Amusement Machines. The Régie must be notified 30 days before the launching of the contest if the total value of the prizes exceeds $ 1000; otherwise, it must be given 5 days' notice. No notice is required if the total value of the prizes is less than $ 100. The forms for notifying the Régie of a contest can be obtained at the following address:

— **Régie des loteries et**
courses du Québec
2055, rue Peel, bureau 700
Montréal (Québec)
H3A 2K9
(514) 873-5180

For any publicity contest offering prizes valued at more than $ 100, the following taxes must be paid:

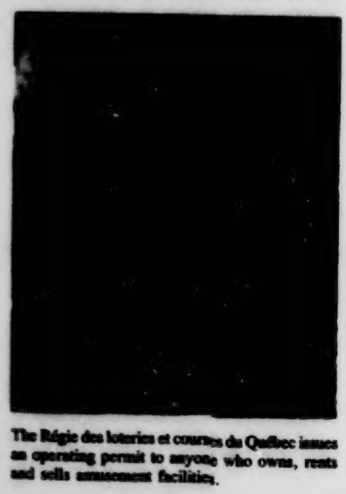
- 10 % of the value of the prize if offered to Québec contestants only;
- 3 % of the value of the prize if offered to a group of contestants in Canada only, when Québec is included;
- 0.5 % of the value of the prize if offered to any other group of contestants including Québec contestants.

In some cases, the Régie requires security, notably when a prize offered to Québec residents is valued at $ 1000 or more.

Any person or organization who holds a publicity contest must conform to all the provisions of the regulations governing such contests. Copies of these regulations can be obtained from the Régie at the address given above.

Amusement Machines: Duties and Permits

Any person who owns or rents an amusement machine which is offered for use by the public must obtain a permit for each machine or game of skill from the Régie des loteries et courses du Québec. These permits are issued on payment of the duties set down in the regulations. The same applies to any merchant of such devices, who must hold a merchant licence from the Régie.



The Régie des loteries et courses du Québec issues an operating permit to anyone who owns, rents and sells amusement facilities.

"Amusement machines" includes one-armed bandits, pinball machines, mechanical rides, pool, snooker, bowling, juke-boxes, devices whose sole function is amusement, devises enabling players to compete among themselves, etc.

If you wish to obtain an operator's licence, a merchant licence, or a licence for an amusement machine, you must meet certain condition set down in the regulations concerning these devices. You must also complete the application form provided by the Régie des loteries et courses and submit it, with the necessary documents and information, to the Régie.

Remember that it is against the law to operate an amusement machine without a permit. Violators may have their machines seized and are liable for payment of costs and a fine if brought to court (summary conviction)

Application forms for permits and copies of the regulation concerning amusement machines can be obtained from the

— **Régie des loteries et courses du Québec**
2055, rue Peel, bureau 700
Montréal (Québec)
H3A 2K9
(514) 873-5180

Horse Racing: Duties and Permits

Anyone who carries out activities related to the organization, administration, management or conducting of horse races, or to the raising and training of racehorses, must obtain a permit from the Régie des loteries et courses du Québec and must pay duties in accordance with the Regulation respecting harness racing (Order-in-Council 2455-80, August 13, 1980).

Application forms for these permits are available from the head office of the Régie des loteries et courses as well as from its offices located at pari-mutuel race tracks.

For more information, contact the

— **Régie des loteries et courses du Québec**
2055, rue Peel, bureau 700
Montréal (Québec)
H3A 2K9
(514) 873-5180

Lotteries: Duties and Permits

The Régie des loteries et courses has the power to issue licences authorizing individuals or organizations to conduct and manage lottery schemes.

These licences can be obtained by

- an organization that carries out non-profit work in order to alleviate poverty, promote education or support a cause of religious nature or of benefit to the community;
- an agricultural fair or exhibition, or an operator of a concession leased by the board of an agricultural fair or exhibition;
- an individual who, in a public amusement place, operates certain lottery schemes permitted under section 2 of the Regulation respecting licences for lottery schemes.

The duty to be paid by an applicant for a licence varies according to the nature of the lottery scheme which the applicant intends to conduct.

To obtain an application form, a list of the documents and information that must accompany the application, and a copy of the regulations on lottery schemes, contact the

— **Régie des loteries et courses du Québec**
2055, rue Peel, bureau 700
Montréal (Québec)
H3A 2K9
(514) 873-5180

Publication

Codes	Titles	Price
1470-4	Principes et concepts généraux en évaluation foncière: Introduction au manuel d'évaluation 1974, 800 p., 23 cm.	$ 9.00

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Resources

Agriculture

Farm Producer's Card

Anyone wishing to benefit from the assistance programs of the ministère de l'Agriculture, des Pêcheries et de l'Alimentation must first be properly registered with his local agricultural information office, before obtaining a farm producer's card.

What is a farm producer?

Under the Farm Producers Act, a farm producer is someone who produces and markets farm products with an annual value of more than $3 000 (excluding products consumed on the farm by the family or by animals).

Where can the card be obtained?

For further information, or to obtain a farm producer's card, consult your local agricultural information office.

The number is listed in the blue pages of the telephone directory, under "Gouvernement du Québec: Agriculture, Pêcheries et Alimentation".

Technical and Financial Assistance

A number of farm programs established by the ministère de l'Agriculture, des Pêcheries et de l'Alimentation are designed primarily to develop farm and food resources by encouraging increased investment in theses areas and by expanding the volume of farm production. These programs last from one to five years.

Under the law, you are a farm producer, if you produce and market farm products of an annual value of over $3 000.

Technical and financial assistance is available to farmers for:

- property improvement
- crop production
- animal production
- veterinary services
- farm labour
- marketing
- research
- competitions.

Is such assistance of interest to you?

To find out about eligibility requirements and application procedures for obtaining government assistance, contact your local agricultural information office.

Further information may be obtained from the

— **Ministère de l'Agriculture, des Pêcheries et de l'Alimentation**
200-A, chemin Sainte-Foy
Québec (Québec)
G1R 4X6
(418) 643-2673

Veterinary Services

The ministère de l'Agriculture, des Pêcheries et de l'Alimentation ensures that veterinary services are available to all farm producers and, through the contributory animal health insurance program, that the rates charged for such services are uniform throughout Québec.

The veterinary services branch oversees a network of seven animal pathology laboratories and a team of veterinarians whose role it is to carry out epidemiological surveys and elaborate programs designed to improve animal health.

For further information, contact any local information office or the

— **Ministère de l'Agriculture,**
des Pêcheries
et de l'Alimentation
200-A, chemin Sainte-Foy
Québec (Québec)
G1R 4X6
(418) 643-2673

Farm Income Stabilization Insurance

Certain types of farm production are subject to significant variations from year to year, which directly affect the producer's basic annual income and can result in his sustaining considerable financial losses in poor years.

The gouvernement du Québec offers farm producers several group insurance plans in order to guarantee them a basic annual income. In poor years, anyone who is a member of these plans receives compensation enabling him to recoup production costs, including his own income as a producer.

Who is eligible for these plans?

Any farm producer residing in Québec and working a family-type farm is eligible for these insurance plans.

Insurance plans

Ten insurance plans are currently available to producers of:

- fattening calves
- fattening steers
- grain-fed calves
- fattening pigs
- weaner pigs
- lambs
- potatoes
- sugar beets
- grain corn
- oats, wheat, barley and mixed grain.

Membership

Two-thirds of these plans are subsidized. To participate in a plan, the producer must pay an annual contribution to the insurance fund, to which the Québec government also contributes its participation is equal

Weather or not... Crop insurance lessens the risk. It covers grain, fodder, potatoes, vegetables, fruit.

to twice the producer's contribution.

To join insurance plans now in effect, the producer need only contact the regional offices of the Régie des assurances agricoles du Québec, a list of which appears at the end of this section.

Crop Insurance

Some 16 crop insurance programs have been implemented to protect producers against harvest losses caused by bad weather, insects and disease. More than 70 different crops, including grain, forage crops, potatoes, vegetables, fruits and berries, and greenhouse crops, may be insured.

Eligibility and registration

Eligibility requirements and registration deadlines vary according to the crop to be insured. For information, contact the regional office of the Régie des assurances agricoles du Québec.

For further information, contact any regional office of the Régie des assurances agricoles:

Regional offices of the Régie des assurances agricoles du Québec

Region	Address	Telephone No.
1 a	337, rue Moreau, 3^{e} étage Rimouski (Québec) G5L 1P4	(418) 722-3586 (418) 722-3587
1 b	1, rue Poiré La Pocatière, Kamouraska (Québec) G0R 1Z0	(418) 856-2577
2	352, av. Saint-Sacrement Québec (Québec) G1N 3Y2	(418) 643-4991 (418) 643-4992
3	111, rue Verreault C.P. 548 Saint-Joseph, Beauce (Québec) G0S 2V0	(418) 397-6884

Region	Address	Telephone No.
4	81, place du 21 mars C.P. 430 Nicolet, Nicolet (Québec) J0G 1E0	(819) 293-2026
5	1574, King Ouest Sherbrooke (Québec) J1J 2C3	(819) 569-6393 (819) 563-3229
6	3100, boul. Laframboise, bureau 102 Saint-Hyacinthe (Québec) J2S 4Z4	(514) 773-6619 (514) 773-7401
7	365, rue Saint-Jean, bureau 114 Longueuil, Chambly (Québec) J4H 2X7	(514) 873-2343 (514) 873-4224
8	170, rue Hôtel-de-Ville 6ᵉ étage, bureau 380 Hull (Québec) J8X 4C2	(819) 778-2770
9	302, 6ᵉ Rue Ouest Amos, Abitibi-Ouest (Québec) J9T 2T5	(819) 732-5952
10	314, Sacré-Coeur Charlemagne (Québec) J5Z 1X4	(514) 581-7171 (514) 581-7172
11	91, boul. Saint-Louis Cap-de-la-Madeleine, Champlain (Québec) G8T 1E5	(819) 375-1609
12	725, rue Harvey Ouest Alma, Lac-Saint-Jean-Est (Québec) G8B 1P5	(418) 662-6682

Farm Credit

The Québec farm credit system has been implemented to meet farmers' credit needs at every level and to assure the profitablility of farming operations.

Administered by the Office du crédit agricole du Québec, this credit system grants long, medium and short-term loans as well as special loans. All but short-term loans entail interest subsidies to varying degrees.

Who is eligibile for farm credit?

Professional farmers, i.e. farmers whose principal occupation is agriculture, are eligible for farm credit. There may be an exception to this rule if they are aspiring farmers, but only for a maximum of five years.

Group agricultural operations are also eligible only if professional farmers hold at least a 60% interest in them.

In addition to demonstrating his need for the loan, the professional farmer must give evidence of sufficient ability to repay and must be working a viable farm.

Long-term credit

On the faith and within the limits of a certificate issued by the Office du crédit agricole du Québec to an applicant, banks and savings and credit unions, as well as certain other institutions may grant loans repayable over a maximum of 30 years if they are guaranteed by a mortgage, and 15 years if they are guaranteed by farm collateral.

Purpose of the loans

Long-term loans may be obtained for purchase of a farm, livestock or agricultural machinery; construction and repair of farm buildings; drainage or other improvements intended to increase farm productivity.

Where to apply

The applicant must explain his project to the agricultural finance adviser in the branch of the Office du crédit agricole in his region. The adviser will provide loan application forms and indicate the documents to be produced and the steps to be taken.

Medium-term credit

Only banks and savings and credit unions may offer loans of this type, which must generally be repaid within ten years and which, in some cases, must receive prior approval from the Office.

Purpose of the loans

The main purposes for which these loans may be granted are:

- land improvement;
- purchase or repair of farm implements; purchase of breeding animals;

- purchase, construction or improvement of farm buildings;
- purchase of production quotas;
- purchase of additional land and underground drainage.

In the last two cases, the repayment period may be extended to 15 years.

Where to apply

The applicant may contact a branch of any bank or caisse populaire.

Short-term credit

The institutions listed above may provide working credit in the form of ordinary loans or credit opening on which advances are made as the borrower needs them.

These loans or advances, subject in certain cases to prior approval from the Office, must be repaid within a period corresponding to the production cycle for which the money is loaned; it must never exceed 30 months from the day the loan or line of credit is granted.

Purpose of the loan

Operating expenses may be covered by this credit, which also allows for the purchase of animals or poultry intended exclusively for the production of meat or eggs; in some instances, it may even cover the farmer's income or living expenses.

Where to apply

The applicant may contact a branch of any bank or caisse populaire.

Special credit

This type of credit is designed to help producers continue working their farms despite setbacks such as a natural disaster, an uncontrollable drop in the selling price of a product, or the forced discontinuation of production.

Such loans are granted only by banks and savings and credit unions.

Interest subsidy

An interest subsidy is granted to Québec farmers who have obtained a mortgage through the federal Farm Credit Corporation.

This subsidy applies to the first $15 000 of the loan and is granted strictly for loans from the Corporation which could be approved by the Office du crédit agricole du Québec under the Farm Credit Act.

Where to apply

Contact the Farm Credit Corporation to apply for a loan.

The procedures established between this Corporation and the Office enable the latter to rule on a borrower's eligibility for the interest subsidy. The borrower is then informed of his status by the Office.

Information

Further information on farm credit may be obtained from you regional branch of the Office du crédit agricole, or from its head office:

— **Office du crédit agricole**
du Québec
1020, route de l'Église,
Bureau 500
Sainte-Foy (Québec)
G1V 4P2
(418) 643-2610

Interest Subsidies for Establishing a Farm

Sheryl is 28, and has decided to buy the family farm from her father, who wanted to sell it to strangers. She will run the farm, but needs money to purchase it. She secured a long-term loan under the Québec farm credit program.

What Sheryl should know (as should a number of young farmers and certain group operations) is that in addition to being eligible for farm credit, she might also take advantage of an interest subsidy granted when a farm is being established.

This subsidy, granted for a period of five years by the Minister of Agriculture, Fisheries and Food, on the recommendation of the Office du crédit agricole du Québec, completely covers interest charges which would normally be paid by the borrower on the first $50 000 of a long-term loan. In the case of a group operation, the amount of the loan to which the subsidy applies is proportionate to the interests held in the operation by farmers who make it eligible for this subsidy.

Eligibility

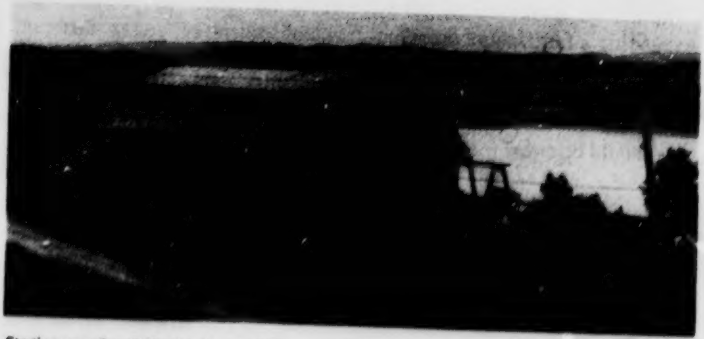
Any farmer between 18 and 40 who has never obtained (or who has never enabled a group operation to obtain) such a subsidy or any other form of financial assistance under other legislative measures designed to promote the establishment of a farm, is eligible.

He must have at least two years' experience or one year's experience and two years of vocational training.

Naturally, he must have contracted, under the Québec farm credit program, a long-term loan granted to establish a farm.

The same conditions apply to any farmer who makes a group operation eligible for a subsidy; moreover, he must have at least a 20% share in the operation.

In addition to these eligibility requirements, the applicant must show that the farm on which he intends to establish himself is located in an agricultural region or zone (as defined by the Act to preserve agricultural land) and provide the Office with an establishment plan demonstrating the farm's profitability.



Starting up a farm? Need to borrow? There are different types of grants to make it easier. Contact the Office du crédit agricole.

Where to apply

For information or subsidy application forms, contact your regional branch of the Office du crédit agricole du Québec.

For further information, contact the main office:

— **Office du crédit agricole**
du Québec
1020, route de l'Église,
Bureau 500
Sainte-Foy (Québec)
G1V 4P2
(418) 643-2610

Farm Development Subsidies

The ministère de l'Agriculture, des Pêcheries et de l'Alimentation may, on the recommendation of the Office du crédit agricole du Québec, grant development loans to assist with the cost of establishing or enlarging a farm.

Eligibility

Those eligible for these subsidies include professional farmers, aspiring farmers, and group farm operations; the eligibility requirements are the same as those listed in the section dealing with farm credit.

In every case, the subsidy applied for must make the farm a profit-earning operation, or increase its profitability.

In the case of subsidies for settling on a farm, the applicant must be between 18 and 40 years old at the time he wishes to settle. The same applies to farmers who make a group operation eligible for such a subsidy.

In the case of a subsidy for expanding a farm, there are stipulations as to how large the total area being worked must be before assistance is granted.

It should be noted that, to be eligible for a farm development subsidy, the applicant cannot have obtained an interest subsidy for establishing a farm; moreover, the Office must receive his application by December 31, 1983, at the latest.

Where to apply

Contact the regional branch of the Office du crédit agricole du Québec or the regional office of the ministère de l'Agriculture, des Pêcheries et de l'Alimentation for the proper subsidy application forms.

Further information may be obtained from the

— **Office du crédit agricole du Québec (siège social)**
1020, route de l'Église,
Bureau 500
Sainte-Foy (Québec)
G1V 4P2
(418) 643-2610

Arable Land Bank and Property Improvement

Arable land bank

The Québec government has implemented a new arable land bank program designed to promote the establishment of young farmers, farm labour, expansion of farms, and the recovery of prime farmland.

This program, which applies to the whole of Québec, enables the Office du crédit agricole to acquire arable land with a view to leasing or reselling it.

It is intended mainly for farmers and group farming operations (based on the eligibility requirements outlined in the section on farm credit), agricultural associations, and agro-forestry groups.

Information

Further information on this program may be obtained from your regional branch of the Office du crédit agricole du Québec, or from its head office:

— **Office du crédit agricole du Québec**
1020, route de l'Église,
Bureau 500
Sainte-Foy (Québec)
G1V 4P2
(418) 643-2610

Property improvement

Set up the Canada-Québec subsidiary agreement on agricultural development, the property improvement program is intended to promote Québec agriculture by improving the use of agricultural land resources. The program covers all of Québec, except for the Montréal plain. The Office du crédit agricole du Québec is responsible for directing and implementing this program; it can acquire and improve land in order to lease or sell it to farmers who wish to expand their operations, It can also purchase land which is unsuitable for farming and allocate it for more appropriate uses.

Agricultural land may be sold or leased only to professional farmers and group farming operations (as defined in the section on farm credit) and to agro-forestry groups.

This program also provides for two types of subsidy: a grant to compensate for the deterioration of buildings on reallocated farms, or a grant to assist the resettlement, within the context of the program, of farmers and country people who have sold their land.

Contact the regional branch of the Office for an appointment with a financial adviser, or any office of the ministère de l'Agriculture, des Pêcheries et de l'Alimentation for an appointment with a management adviser. During the interview, the adviser will provide the appropriate forms and indicate the documents to be produced and the procedures to be followed.

Further information may be obtained from the

— **Office du crédit agricole**
(siège social)
1020, route de l'Église,
Bureau 500
Sainte-Foy (Québec)
G1V 4P2
(418) 643-2610

Agricultural Drainage

Farmers who so desire may benefit from assistance offered by the ministère de l'Agriculture, des Pêcheries et de l'Alimentation to finance the installation of drainage systems extending at least one linear kilometre per farm.

Where to apply

Farmers interested in taking advantage of this program should contact their agricultural information office, which will provide pertinent details, technical advice, and application forms. For further information, contact the ministère de l'Agriculture, des Pêcheries et de l'Alimentation directly.

Farm Labour

A number of financial assistance programs are currently in effect to promote the creation of jobs in the agricultural sector for social aid recipients, the unemployed, students, prison inmates and social rehabilitation beneficiaries.

Financial assistance is also available to help with the moving of agricultural workers.

Dobbin's days are done. Everywhere in Québec, government specialists can advise you on modern farm technology, new types of management, production and financial help.

Documentation on these programs, as well as information concerning eligibility requirements and the formalities involved, may be obtained form the local agricultural information office.

Preservation of Agricultural Land

Most of southern Québec outside the cities has been recognized, under the Act to preserve agricultural land, as belonging to protected agricultural zones (see Chapter 14).

Agricultural Information

Representatives of the ministère de l'Agriculture, des Pêcheries et de l'Alimentation are located throughout Québec in 12 regional offices, 80 local offices and 4 regional laboratories. Specialists are on hand to advise the agricultural producer on the management of his farm, familiarize him with modern production techniques, and inform him about the technical and financial assistance programs offered by the department.

Regional Agricultural Information Offices of the ministère de l'Agriculture, des Pêcheries et de l'Alimentation

Region	Address	Telephone No.
1	337, rue Moreault Rimouski (Québec) G5L 1P4	722-3615
2	1900, 9^e avenue Charny (Québec) G6W 6E5	832-2977
3	C.P. 459 Saint-Joseph, Beauce (Québec) G0S 2V0	397-6825
4	460, boul. Louis-Fréchette C.P. 1090 Nicolet (Québec) J0G 1E0	293-4535
5	4260, boul. Bourque Rock Forest Sherbrooke (Québec) J0B 2J0	563-3383
6	3230, rue Sicotte C.P. 40 Saint-Hyacinthe (Québec) J2S 7B2	773-3924
7	214, rue Principale Châteauguay (Québec) J6J 3H2	692-8288
8	390, rue Principale Buckingham (Québec) J8L 2G7	986-8541
9	180, boul. Rideau, bureau 320 Noranda (Québec) J9X 1N9	764-3287

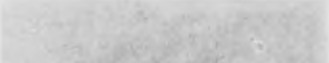
Region	Address	Telephone No.
10	867, boul. l'Ange-Gardien C.P. 1040 L'Assomption (Québec) J0K 1G0	589-5781
11	91, boul. Saint-Louis Cap-de-la-Madeleine (Québec) G8T 1E5	375-4761
12	801, chemin Pont de Taché Nord Alma (Québec) G8B 5W2	662-6486

Commercial Fishing

Technical Assistance

The ministère de l'Agriculture, des Pêcheries et de l'Alimentation offers fishermen and industrialists technical aid with regard to boat construction, fishing techniques, fish processing procedures and financial analysis. To find out how to qualify, fishermen may contact the local offices of the Direction générale des pêches maritimes. Anyone interested in projects related to the procesing of seafood products may contact the

— **Ministère de l'Agriculture, des Pêcheries et de l'Alimentation**
Direction du développement industriel
200-A, chemin Sainte-Foy, 10ᵉ étage
Québec (Québec)
G1R 4X6 (418) 643-2455



On its way from the ocean to you, seafood goes through a series of processing stages. To know more, contact the Direction du développement industriel at the ministère de l'Agriculture, des Pêcheries et de l'Alimentation.

Financial Assistance

The department offers financial aid to fishermen and industrialists in the form of loans and grants. This aid applies to the acquisition of boats and fishing equipment and the purchase of ice, as well as to the construction and modernization of seafood processing plants.

Commercial Fishing Licences

To fish in the sea, you must have a licence. However, you can gather shellfish in safe areas without one. It is prohibited to gather shellfish in areas where the department has posted a sign warning that the marine life is contaminated.

To obtain information about maritime fishing, contact the local offices of the Direction générale des pêches maritimes, whose telephone numbers are listed in the directory.

The Société québécoise d'initiatives agro-alimentaires (SOQUIA)

The purpose of SOQUIA, which is a government corporation, is to contribute to the development of agriculture, fisheries and food in Québec by supporting and promoting the development of food processing or marketing firms.

Types of Collaboration Offered by SOQUIA

SOQUIA offers partnerships to firms. In this respect, it

- gives priority to the purchase of common shares issued by the firms that it wishes to assist, up to a maximum of 50%, in order to protect private-sector initiatives;
- may, as a partner and as the need arises, acquire preferred shares, grant shareholders' loans or provide guarantees, and acquire buildings;
- collaborates in the efforts of its business partners to obtain aid offered by other public agencies;
- fulfils its role as a partner by acting, in associated enterprises, as an adviser with respect to financing, marketing and management;
- carries out feasibility and profitability studies in relation to new development projects which it proposes to its business partners.

Enterprises Eligible for Assistance from SOQUIA

To be eligible for assistance from SOQUIA, an enterprise must:

- be engaged in processing or marketing agricultural or commercial fishing products;
- be controlled by a majority of Québec interests;

— be able to prove its profitability.

For further information, contact the

— Société québécoise d'initiatives agro-alimentaires
2, Parc Samuel-Holland,
Bureau 234
Québec (Québec)
G1S 4S5
(418) 643-1580

Public Forests and Private Woodlands

Technical and Financial Assistance

On resquest, technical advice will be given to owners of private woodlands by the staff of the ministère de l'Énergie et des Ressources. Various other forms of assistance are also provided.

Fire Protection

The cost of fire protection for woodlands of less than 800 hectares is entirely paid for by the ministère de l'Énergie et des Ressources.

It also pays half the cost of fire-fighting in forested areas, regardless of their size. As a member of the Sociétés de conservation, it also pays its share of the other half of costs related to fire-fighting.

A spark can destroy the work of centuries. More than half the cost of forest fighting is assumed by the ministère de l'Énergie et des Ressources.

Information

Information may be obtained from the nearest Société de conservation:

— Rimouski: **(418) 724-5120**
— Bernières: **(418) 833-4210**
— Sainte-Catherine-de-Portneuf: **(418) 875-2718**
— Baie-Comeau: **(418) 296-9601**
— Chicoutimi: **(418) 543-7731**
— Maniwaki: **(819) 449-4271**
— Rouyn: **(819) 764-6131**

It is also possible to contact directly the

— **Fédération des sociétés**
de conservation
900, place d'Youville,
bureau 600
Québec (Québec)
G1R 3P7
(418) 694-1887

or the

— **Ministère de l'Énergie**
et des Ressources
Service de la Protection
des forêts contre le feu
175, rue Saint-Jean
Québec (Québec)
G1R 1N4
(418) 643-7735

Forestry Credit

Forestry credit, which is administered by the Office du crédit agricole du Québec, is designed primarily to promote the development and rational exploitation of private forests, through loans granted with an interest subsidy. The measure is a simple one. Long or medium-term loans with an interest subsidy are made to owners of private forests who wish to develop them. The owner must carry out a management plan adapted to the particular conditions of his forest.

Who may obtain forestry credit?

Forestry credit is intended for the owners of private forests who wish to develop them but engage in wood processing only on a small-scale industrial basis, and for the managers of public lands and the holders of certain permits.

Long-term loans

The Office du crédit agricole du Québec may grant forest owners, whether individuals or groups such as corporations, partnerships or cooperative associations, loans guaranteed by mortgage, with a repayment period not exceeding 60 years, for the purchase or development of a private forest or the consolidation of debts contracted for the same purposes.

Medium-term loans

The Office may also grant forest owners, as well as managers of public forests and certain permit holders, loans secured by forest collateral with a maximum repayment period of 15 years. These loans may be granted for the same purposes as those mentioned above, as well as those listed in the section on loans from private institutions.

Applications

Anyone wishing to obtain a loan with an interest subsidy under the forestry credit program must outline his project to the forestry financial adviser who represents the Office in the region where the forest is located. When he contacts the regional branch of the Office, the applicant will usually meet the adviser; otherwise he will be told where to get in touch with him. The adviser will provide the loan application forms and indicate the documents to be produced and the steps to be taken.

Loans from private institutions

Under this program, banks and savings and credit unions may grant loans with a repayment period not exceeding 15 years, for the following purposes:

— purchase of seeds and seedlings;
— purchase or repair of forestry machinery, equipment or tools;
— purchase or improvement of sugar bush equipment;
— improvement of the borrower's forest;
— protection of the forest from destructive agents;
— purchase, construction or improvement of buildings used in forestry exploitation.

Information

General or specific information may be obtained from the branch of the Office du crédit agricole du Québec in your region, or its head office:

— **Office du crédit agricole**
du Québec
1020, route de l'Église,
Bureau 500
Sainte-Foy (Québec)
G1V 4P2
(418) 643-2610

Tree Seedlings

The ministère de l'Énergie et des Ressources distributes free tree seedlings for:

— reforestation of bare land, land unsuitable for agriculture, burnt-over land or cut-overs which do not regenerate;
— prevention or elimination of gullies or erosion by water or wind;
— erection of windbreaks for the protection of sugar bush or farm plots which need to be sheltered;
— production of Christmas trees using recommended growing techniques.

Conditions

To obtain departmental assistance:

— the area to be entirely covered with trees must be at least one acre (0.4 hectare) all in one block of the three acres or more the terrain must comprise;
— the seedlings must not be intended for ornamental purposes;
— the area to be reforested must not be cleared for any other pur-

pose before the date set for harvesting the trees;

- the land must be ready to receive the seedlings;
- the owner must sign the official seedling request form.

Information

To obtain seedlings, the owner of the land should contact the regional office of the ministère de l'Énergie et des Ressources located in the area where the land is to be reforested. The department's regional offices are listed at the end of this section.

Insects and Tree Diseases

The entomology and pathology laboratory of the ministère de l'Énergie et des Ressources analyses wood samples, diagnoses problems, and suggests methods for fighting tree insects and diseases.

All you need to do is send specimens or samples to the

— **Ministère de l'Énergie**
et des Ressources
Laboratoire d'entomologie
et de pathologie
2700, rue Einstein
Sainte-Foy (Québec)
G1P 3W8
(418) 643-9679

Aerial spraying

To inquire about aerial spraying against insects (spruce budworm, gypsy moth and red-headed pine sawfly), any woodland owner may contact one of the regional offices of the ministère de l'Énergie et des Ressources listed at the end of this section.

Forestry Cooperatives

To help consolidate forestry cooperatives, the gouvernement du Québec provides them with the necessary technical assistance. Contact one of the regional offices of the ministère de l'Énergie et des Ressources listed at the end of this section to obtain further information.

Culler's Licences

Anyone who wishes to obtain a culler's licence must be a Canadian citizen, have attained his majority, have successfully completed the examinations set by the Bureau des examinateurs de mesureurs de bois, and have received one of the following diplomas or degrees:

- forest ranger
- classifier-culler
- forest technician
- bachelor in applied sciences (forestry).

Information

— **Ministère de l'Énergie**
et des Ressources
Bureau des examinateurs
de mesureurs de bois
Service de technologie et
des normes d'exploitation
200, chemin Sainte-Foy
5e étage
Québec (Québec)
G1R 4X7
(418) 643-4650

Domestic Cutting Permits for Public Forests

The ministère de l'Énergie et des Ressources may grant a permit to cut firewood and construction timber to anyone who needs the wood for himself but not for commercial purposes.

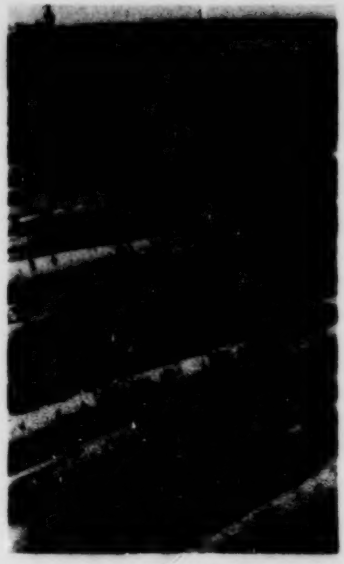
The user is charged for the costs of culling, and cutting fees (stumpage dues), except in the case of firewood.

Information

For further information, contact one of the regional offices of the ministère de l'Énergie et des Ressources listed at the end of this section.

Commercial Cutting Licences

Commercial cutting licences are granted on an annual basis to permit the harvesting of timber to supply one or more processing plants.



To cut wood or process it, you need a permit, whether the wood is for personal, commercial or industrial use.

Information on commercial cutting licences may be obtained from any regional office of the ministère de l'Énergie et des Ressources listed at the end of this section.

Sawmill licences

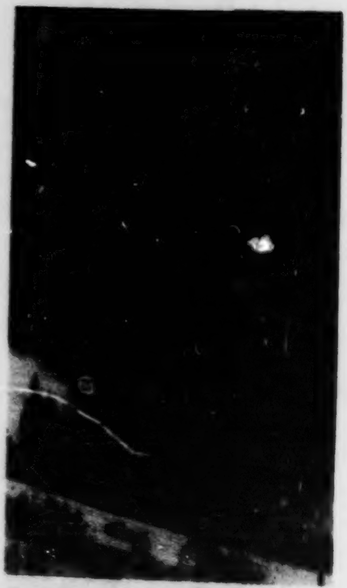
To develop the primary lumber industry in a systematic fashion, a licence to cut wood for commercial or small service purposes is granted to any plant which processes wood to this end.

Information

— **Ministère de l'Énergie**
et des Ressources
Service d'allocation des bois
200, chemin Sainte-Foy
Québec (Québec)
G1R 4X7
(418) 643-5134

or

— **from any regional office of the ministère de l'Énergie et des Ressources.**



The ministère de l'Énergie et des Ressources sells maps showing various species of trees, density of species and stages of development.

The ministère de l'Énergie et des Ressources may grant a sawmill licence to anyone who cuts timber and markets it directly, or who cuts it for his own needs. Such licences are reserved for those who process timber without purchasing it. They are free; authorization request forms may be obtained from any regional office of the ministère de l'Énergie et des Ressources listed at the end of this section.

Forestry Maps

Anyone may purchase forestry maps indicating the various types of wood, their density, and stages of development by getting in touch with the

— **Ministère de l'Energie**
et des Ressources
Service de l'inventaire
forestier
200, chemin Sainte-Foy
4e étage
Québec (Québec)
G1R 4X7
(418) 643-4400

The Répertoire des cartes forestières and basic maps may be obtained free of charge from the above address.

Regional Offices of the ministère de l'Énergie et des Ressources

— ***Hauterive***
625, boul. Laflèche
G5C 1C5
(418) 589-9915

— ***Hull***
170, Hôtel de Ville, 7^{e} étage
J8X 4C2
(819) 770-3487

— ***Jonquière***
3950, boul. Harvey
G7X 8L6
(418) 547-6681

— ***Montréal***
1255, Place Philippe
Bureau 505
H3B 3G1
(514) 873-2140

— ***Québec City***
1995, boul. Charest Ouest
G1N 4H9
(418) 643-4680

— ***Rimouski***
405, Saint-Germain Ouest
G5L 3N5
(418) 722-3796

— ***Rouyn***
60, Bernatchez
J9X 4Z4
(819) 762-2366

— ***Sherbrooke***
1335, King Ouest, bureau 300
J1J 2B8
(819) 566-1190

— ***Trois-Rivières***
100, rue Laviolette
G9A 5S9
(819) 374-6251

Mines

Mineral Analysis

Prospectors, and mining exploration or exploitation companies can have minerals analysed (i.e. rocks, drilling cores, deposits) by contacting the

— **Ministère de l'Énergie**
et des Ressources
Centre de recherches
minérales
2700, rue Einstein
Sainte-Foy (Québec)
G1P 3W8
(418) 643-4504

The work is performed for a fee indicated on request.

Documentation and Expert Advice

Maps, geological reports and various other documents relating to the geology and metallogeny of a region, as well as expert advice on prospecting and any other subject concerning minerals, are available from the resident geologists' offices of the Québec government.

Contact any of the following regional offices:

— **Noranda: (819) 764-5105**
— **Val d'Or: (819) 824-6878**
— **Chibougamau: (418) 748-2663**
— **Sainte-Anne-des-Monts: (418) 763-3622**

— Sept-Îles: (418) 962-5525
— Québec City: (418) 643-4528

In Québec City, the ministère de l'Énergie et des Ressources has centralized sales of documents related to the geological file, geological publications and public mining exploration files. All such documents are now available from the

— Ministère de l'Énergie
et des Ressources
Centre de distribution de la documentation géoscientifique
1620, boul. de l'Entente,
Local 1.16
Québec (Québec)
G1S 4N6
(418) 643-4601

Claims Registry and Information Offices

Registry offices, located in

— Québec City: (418) 643-4528
— Chibougamau: (418) 748-2663
— Rouyn-Noranda: (819) 762-1749
— Amos: (819) 732-6040

register claims staked on their respective lands, issue prospecting licences and collect dues for the issue and renewal of various mining titles and the registration of transfers.

Information offices, located in

— Montréal: (514) 873-3864
— Val d'Or: (819) 824-6878
— Hull: (819) 770-3487

issue prospecting licences and collect dues for the issue and renewal of various mining titles and the registration of transfers. Reports, claims and geological maps are also available in these offices.

All of these offices also collect reports on work produced by holders of mining rights submitted in accordance with provisions in the Mining Act, and regulations respecting the execution, declaration and submission of the required work.

Mining Statistics

The role of the Service de la statistique of the ministère de l'Énergie et des Ressources is to conduct various surveys among participants active in the exploration and development of metal resources, industrial minerals, and construction materials in Québec, as well as to gather, compile, and analyse data on mineral production, manpower employed, and investments in each sub-sector. For information, contact the

— Ministère de l'Énergie
et des Ressources
Service de la statistique
1620, boul. de l'Entente
Québec (Québec)
G1S 4N6
(418) 643-5184

Research and Development in the Mining Sector

The Centre de recherches minérales carries out analyses and research and development work in the mining sector. Its objectives in this respect are:

- to develop treatment and processing procedures with respect to minerals and concentrates, in the laboratory and in pilot projects;
- to analyse mineral substances on behalf of various participants in the sector;
- to develop solutions to environmental problems related to the Québec mining industry;
- to develop new uses for mineral substances;
- to foster the design and development of extraction and processing equipment adapted to Québec conditions and needs.

Information

— **Ministère de l'Énergie
et des Ressources
Centre de recherches
minérales
2700, rue Einstein
Sainte-Foy (Québec)
G1P 3W8
(418) 643-4540**

Mining Technology

The objectives of the Service de technologie minière of the Centre de recherches minérales are:

- to carry out research in mining technology for various participants in the mining sector;
- to carry out research with respect to geomechanics and supports for stoping and pillar recovery, and the determination of exploitation methods;
- to improve knowledge of deadground in relation to mineral deposits.

Information

— **Centre de Recherches
minérales
Service de technologie
minérale
2700, rue Einstein
Sainte-Foy (Québec)
G1P 3W8
(418) 643-4540**

Energy

Information Sources

Do you require information or special assistance with respect to energy? The Direction des communications of the ministère de l'Énergie et des Ressources can provide valuable information on energy conservation, particularly in the following fields:

- assistance with respect to home insulation programs;
- assistance with regard to the conversion of heating systems;
- technical advice concerning home insulation and the conversion of heating systems.

The Direction des communications also provides numerous free publications to the public on:

- the Québec energy policy;
- energy statistics;
- new forms of energy (solar, wind, peat and so forth);
- energy conservation.

Information

— **Ministère de l'Énergie**
et des Ressources
Direction des communications
200-B, chemin Sainte-Foy
7ᵉ étage
Québec (Québec)
G1R 4X7
(418) 643-8060
(Québec City area)
1-800-463-4558 (toll-free from elsewhere in Québec)

Marketing of Petroleum Products

Suppliers of petroleum products must obtain an operating licence from the Direction de la distribution of the ministère de l'Énergie et des Ressources at either of the following addresses:

— **Ministère de l'Énergie**
et des Ressources
Direction de la distribution
8, rue Cook
Québec (Québec)
G1R 5H2
(418) 643-3327

or

— **2100, rue Drummond**
7ᵉ étage
Montréal (Québec)
H3G 1X1
(514) 873-3096

The Direction de la distribution also ensures that safety and quality standards in the sale of these products are respected. Any violation related to the exploitation, handling, storage, transport and distribution of petroleum products may be reported to the Direction.

Hydroelectric Power

Anyone may obtain information concerning electricity accounts, rates, the power consumption of electrical appliances, the use of this form of energy, and the residential energy efficiency program by dialing the number on his electricity bill.

Questions concerning James Bay hydroelectric and mineral development, visits to the sites, studies carried out, documentation available, conference services and so forth should be addressed to the

— **Société d'énergie**
de la baie James
800, boul. de Maisonneuve Est
Montréal (Québec)
H2L 4M8
(514) 844-3741

For further information on the development of resources other than hydroelectricity, particularly mining development and tourism in the James Bay region, consult the

— **Société de développement**
de la baie James
800, boul. de Maisonneuve Est
Montréal (Québec)
H2Z 4M6
(514) 284-0270

Régie de l'électricité et du gaz

The Régie has a general supervisory and control power over any firm that produces, sells or distributes electricity, gas or steam. However, its power does not extend to electricity produced or distributed by municipal utilities, Hydro-Québec or electrical cooperatives established under the Rural Electrification Act.

Its objectives are to ensure:

- the normal expansion of gas and electricity distribution by private enterprise;
- the supply of gas and electricity under service and rate conditions acceptable to consumers and distributors, and the soundness of distributors' financing;

Electricity bills out of sight? Learn how to cut down on consumption and costs. Call the number on your electricity bill.

— the protection of persons and property by preventing accidents related to gas.

For information, contact the

— **Régie de l'électricité et du gaz**
2100, rue Drummond
Montréal (Québec)
H3G 1X1
(514) 873-2452

Other Information Sources

The National Energy Audit Program (NEAP)

This program provides services free of charge to analyse the energy consumption of small and medium-sized firms in the industrial, commercial and institutional sectors. It also provides companies with grants to assist them in carrying out feasibility studies.

— **National Energy Audit Program (NEAP)**
425, av. Viger Ouest
6ᵉ étage
Montréal (Québec)
H2Z 1W9
(514) 873-5463

Nouveler Inc.

This government corporation carries out projects and participates in the marketing of production equipment for new forms of energy:

— **Nouveler Inc.**
1080, côte du Beaver Hall
Bureau 1810
Montréal (Québec)
H2Z 1S8
(514) 879-1938

Énergie Nove program

This is a free information service of the Centre de recherche industrielle du Québec (CRIQ) intended for business firms and other economic agents. The program concentrates on the development of new forms of energy.

— **Programme Énergie Nove**
333, rue Franquet
C.P. 9038
Sainte-Foy (Québec)
G1V 4C7
659-1558 (for Québec City residents)
1-800-463-3390 (toll-free from elsewhere in Québec)

The Direction des énergies nouvelles

This service of the ministère de l'Énergie et des Ressources establishes the policies and directions underlying government intervention in the field of new forms of energy. It ensures the coordination of activities by various participants in this field and provides financial support for projects presented by non-profit enterprises or institutions promoting the use of these new types of energy. For information, contact:

— **8, rue Cook**
Québec (Québec)
G1R 5H2
(418) 643-2109

Thermophone
This free federal long-distance telephone service offers information and advice on home energy costs, insulation, and heating systems. Telephone 1-800-267-9563.

Ligue de l'électricité du Québec
This organization gives advice on standards respecting the use of electricity in old and new buildings. Telephone (514) 849-9448.

Business Firms

Goods and Services Entreprises

Companies

Incorporation of a company
Anyone wishing to form a company or a non-profit corporation should contact the Direction des compagnies of the Inspecteur général des institutions financières, to obtain information on the procedures to follow to set up a company, the necessary application forms, and instructions on how to complete them.

For further information, contact either of the following offices:

— **L'Inspecteur général des**
institutions financières
Direction des compagnies
800, place d'Youville, 5e étage
Québec (Québec)
G1R 4Y5
(418) 643-5253

or

— **L'Inspecteur général des**
institutions financières
Direction des compagnies
800, place Victoria, 42e étage
Montréal (Québec)
H4Z 1G3
(514) 873-5234

Legal responsibilities of companies

Change of charter
Companies or corporations holding a Québec charter must inform the Direction des compagnies of the Inspecteur général des institutions financières of any change made to their charter, whether it affects the name of their enterprise, its address, or its authorized capital.

Annual report
Moreover, every company operating in Québec, whether it holds a Québec, Canadian, or foreign

charter, must submit its annual report to the Direction des compagnies of the Inspecteur général des institutions financières.

Information

Non-confidential information about companies operating in Québec can be obtained by anyone requesting it.

The information available consists of the name and address of the company, its directors, the legislation under which the company was incorporated, and its status (active or inactive).

On the other hand, the company's turnover and annual profits are considered confidential.

Information

To obtain such information, contact:

— **L'Inspecteur général des**
institutions financières
Direction des compagnies
800, place d'Youville, 5e étage
Québec (Québec)
G1R 4Y5
(418) 643-5253

or

— **L'Inspecteur général des**
institutions financières
Direction des compagnies
800, place Victoria, 42e étage
Montréal (Québec)
H4Z 1G3
(514) 873-5234

Cooperatives

A cooperative is an enterprise owned by its members. Cooperatives operate in every sphere of economic life (agriculture and food, for example) and social life (housing and day nurseries, among others).

To obtain information on this type of enterprise, on cooperative principles, or the Cooperative Associations Act, and on the procedure for forming a cooperative, contact the

— **Direction des associations**
coopératives
800, place d'Youville
11e étage
Québec (Québec)
G1R 4Y5
(418) 643-5232

or the

— **Direction des associations**
coopératives
800, place Victoria
42e étage
Montréal (Québec)
H4Z 1G3
(514) 873-4495

Technical aid for the establishment and development of cooperatives

The Direction des associations coopératives has prepared a number of guides for cooperators. Among other things, it has available a slide presentation devoted to the characteristics of cooperative enterprises, and a brochure explaining how to set up a cooperative. The brochure entitled "Guide pour la préparation d'un projet de coopérative" is distributed free of charge; the slide presentation is available on request.

Roving and permanent advisers are available to provide information on forming a cooperative, legal implications, feasibility studies, and organizational meetings.

Moreover, the department offers existing cooperatives and anyone interested technical aid in setting up their accounting system, amending their by-laws, carrying out merger plans, and so on.

Further information may be obtained from the

- **Direction des associations coopératives**
  800, place d'Youville
  11e étage
  Québec (Québec)
  G1R 4Y5
  (418) 643-5232

Financial assistance for cooperatives

Promoters of a cooperative project and administrators of an existing cooperative may obtain financial aid from the Société de développement coopératif.

This mixed (government and cooperative) agency is not a subsidy-granting organization or a lender in the usual sense of the word. It is above all a risk capital company which has been established to strengthen the financial position of cooperatives by injecting capital which is not usually secured by physical assets.

Generally speaking, the assistance takes the form of acquisitions of preferred shares, subordinate loans and loan guarantees.

This assistance is granted on the basis of such criteria as:

- the degree of economic viability;
- the calibre of the association and the competence of its management;
- the characteristics of the organization;
- the community impact.

For further details, contact one of the offices of the Société located in Québec City, Montréal, Chicoutimi or Rimouski:

- **Société de développement coopératif**
  430, chemin Sainte-Foy
  Québec (Québec)
  G1S 2J5
  (418) 687-9221
- **Société de développement coopératif**
  2245, rue Sherbrooke Est
  Montréal (Québec)
  H2K 1E2
  (514) 527-3631

— **Société de développement coopératif**
930, rue Jacques-Cartier
Bureau 510
Chicoutimi (Québec)
G7H 2B1
(418) 524-6161

— **Société de développement coopératif**
110, rue Saint-Germain Est
Rimouski (Québec)
G5L 1A5
(418) 724-5833

Experimental Program in Community Job Creation (PECEC)

Are you toying with the idea of an investment project? Are you seeking a flexible subsidy program? Would you like civil servants responsible for administering the program to be accessible in the regions and able to make quick decisions?

If so, the experimental program in community job creation (PECEC) will be of interest to you.

What is the experimental program in community job creation?

The purpose of this program is to enable local populations to establish viable enterprises. It draws on local human and financial resources so that the initiatives and wishes of people who want to assume responsibility for their own economic and regional development are fully acted upon.

Eligibility

The program is intended for anyone, whether company directors, groups or individuals, wishing to invest in projects which would create permanent jobs and which would very likely be self-financing after two years.

Regional participation

One interesting aspect of the program lies in the fact that all applications for grants under $75 000 are studied and administered in the region by a special committee made up of people appointed by the regional administrative council (CAR). It thus ensures the presence on the spot of management specialists, most of whom are regional delegates of the Office de planification et de développement du Québec (OPDQ). This structure eliminates administrative delays caused by more centralized management.

Applications for grants of more than $75 000 are dealt with in essentially the same manner. They are assessed in the region, then forwarded, with the relevant recommendations, to the steering committee in Québec City, which makes final decisions in this respect. Services necessary for the elaboration of projects are available to promoters in each region. Moreover, resource persons can direct projects which do not correspond to the program toward more appropriate sources of financing.

How to apply

Anyone wishing to present a project under the program, either singly or in a group, should contact the regional branch of the Office de planification et de développement du Québec (OPDQ) to determine if he is eligible. The applicant's drive and management ability, the profitability of the project and its impact on socio-economic development and job creation, among other things, will be assessed.

With the help, if need be, of local organizations, applicants must

- assess market conditions, production costs, overall project costs, available financial resources and the grant required to launch and operate the project;
- estimate the chances of the project becoming self-financing within two years;
- establish estimated financial statements;
- designate someone in the enterprise who will be responsible for implementing the project.

Promoters must clearly demonstrate their projects' chances of succeeding economically, and with respect to job creation.

Regional offices of the OPDQ

- ***Est du Québec (01):***
  337, rue Moreault
  Rimouski (Québec)
  G5L 1P4
  (418) 722-3566

- ***Saguenay-Lac-Saint-Jean (02):***
  3950, boul. Harvey
  Jonquière (Québec)
  G7X 8L6
  (418) 547-5789

- ***Québec City (03):***
  1060, rue Conroy, bloc 2
  1er étage
  Québec (Québec)
  G1R 5E6
  (418) 643-4957

- ***Mauricie-Bois-Francs (04):***
  100, Laviolette, 3^{e} étage
  Trois-Rivières (Québec)
  G9A 5S9
  (819) 379-6617

- ***Estrie (05):***
  740, rue Galt Ouest
  Sherbrooke (Québec)
  J1H 1Z3
  (514) 565-8155

- ***Montréal (06):***
  440, Dorchester Ouest
  7^{e} étage
  Montréal (Québec)
  H2Z 1V7
  (514) 873-5511

— ***Laurentides-Lanaudière (06-B):***
85 De Martiny Ouest
5^e étage
Saint-Jérôme (Québec)
J7Y 3B8
(514) 432-3880

— ***Montérégie (06-C):***
201, Place Charles-Lemoyne
6^e étage
Longueuil (Québec)
J4K 2D5
(514) 670-8522

— ***Outaouais (07):***
170, Hôtel de ville
Bureau 7120
Hull (Québec)
J8X 4C3
(819) 770-4512

— ***Abitibi-Témiscamingue (08):***
180, boul. Rideau
Rouyn-Noranda (Québec)
J9X 1N9
(819) 762-3561

— ***Côte-Nord (09):***
625, boul. Laflèche
Bureau 352
Hauterive (Québec)
G5C 1C5
(418) 589-4345

Technical and Financial Assistance for Manufacturing Concerns

The Centre de recherche industrielle du Québec (CRIQ) offers Québec manufacturing industries technological information services, and research and development services.

The CRIQ (Centre de recherche industrielle du Québec) provides firms with technical assistance for expert work, research and development, and studies on technology.

Research and development services

If your firm requires technical valuation or research and development work, or studies on technology, contact a commercial agent of CRIQ.

CRIQ offers Québac firms a multi-disciplinary team comprising more than 150 engineers, scientists and technicians recruited primarily in the industrial sector. This team cooperates with the firms to develop industrial products or processes, in addition to carrying out various analyses and valuations in the electronics, production engineering, industrial materials and processes, and mechanical engineering sectors.

Most of the work carried out by CRIQ is on a contract basis with advantageous conditions for the client.

Information

— **Centre de recherche**
industrielle du Québec
333, rue Franquet
Case postale 9038
Sainte-Foy (Québec)
G1V 4C7
(418) 659-1550

or

— **245, boul. Hymus**
Case postale 570
Pointe-Claire, Dorval
H9R 4S6
(514) 694-3330

Technological information services

CRIQ provides manufacturing firms with an industrial telephone service which gives rapid access to every type of technological, industrial and commercial information.

The same branch also administers a technology transfer program, and offers business firms an assistance program with respect to metric (SI) conversion.

It also carries out studies on the state of technology in various fields.

Information

For technical or industrial information, call the Service de renseignements à l'industrie toll-free at:

— *659-1558 for the Québec City region;*

— *1-800-463-3390 elsewhere in Québec.*

Assistance program for metric (SI) conversion

Through its telephone service, the Centre de recherches industrielles du Québec (CRIQ) answers requests for information about metric conversion free of charge.

CRIQ also offers training sessions in factories and prepares conversion plans to meet the specific needs of a company. Further technical aid may be supplied for equipment changeover.

Information

- (418) 659-1558 for
  the Québec City region;
- 1-800-463-3390 elsewhere
  in Québec.

Assistance to inventors

CRIQ offers an evaluation service and advice to those who have invented something new.

It assesses the technical and commercial value of the invention (in even greater detail if the invention is of considerable interest) and, in certain cases, carries out patent research.

Information

Contact the Service d'évaluation des inventions et des innovations:

Eureka! Really? CRIQ can advise inventors, and assess their inventions.

— **Centre de recherche**
industrielle du Québec
245, boul. Hymus
Case postale 570
Pointe-Claire, Dorval
H9R 4S6
(514) 694-3330 for
the Montréal region;
1-800-361-5291 elsewhere
in Québec.

The Répertoire des produits fabriqués au Québec

CRIQ publishes the Répertoire des produits fabariqués au Québec in order to make Québec manufacturers and their products better known and promote sales of such products. This directory includes information on some 8 000 Québec manufacturing firms, data on the number of employees in each, the products they manufacture, their trademarks and distributors. CRIQ also publishes the Répertoire des laboratoires d'essais et d'analyses du Québec and the Guide des unités SI.

Information

- (418) 659-1558 for
  the Québec City region;
- 1-800-463-3390 elsewhere
  in Québec.

Information on Standards and Products

The Bureau de normalisation du Québec (BNQ) prepares standards and specifications for organizations, buyers in the public sector, and manufacturing industries. It participates in metric conversion implemented in government organizations. The BNQ invites interested paraties to consult its specialized library. For information on this subject, contact your regional office of the ministère de l'Industrie, du Commerce et du Tourisme:

— **Bureau de normalisation du Québec**
50, rue Saint-Joseph Est
Québec (Québec)
G1K 3A5
(418) 643-5114

Regional Offices of the ministère de l'Industrie, du Commerce et du Tourisme

— ***Bas-Saint-Laurent — Rimouski (01)***
Ministère de l'Industrie,
du Commerce et du Tourisme
337, rue Moreault
Rimouski (Québec)
G5L 1P4
(418) 722-3577

— ***Gaspésie — New Carlisle (01)***
Ministère de l'Industrie,
du Commerce et du Tourisme
Rue Principale
Case Postale 579
New Carlisle (Québec)
G0C 1Z0
(418) 752-2220

— ***Saguenay — Lac-Saint-Jean — Jonquière (02)***
Ministère de l'Industrie,
du Commerce et du Tourisme
Centre administratif
50, boul. Harvey, 4^{e} étage
Jonquière (Québec)
G7X 8L6
(418) 547-9336

— ***Québec City (03)***
Ministère de l'Industrie,
du Commerce et du Tourisme
710, place d'Youville
Bureau 106
Québec (Québec)
G1R 4Y4
(418) 643-8993

— ***Québec (Côte-du-Sud) — Montmagny (03)***
Ministère de l'Industrie,
du Commerce et du Tourisme
68, rue du Palais de Justice
Montmagny (Québec)
G5V 1P5
(418) 248-3331

— ***Québec (Beauce) — Saint-Georges (03)***
Ministère de l'Industrie,
du Commerce et du Tourisme
11535, 1re Avenue
Saint-Georges-Est (Québec)
G5Y 2C7
(418) 228-9537

— ***Trois-Rivières (Mauricie) (04)***
Ministère de l'Industrie,
du Commerce et du Tourisme
Édifice Capitanal
100, rue Laviolette, 3^e étage
Trois-Rivières (Québec)
G9A 5S9
(819) 379-6776

— ***Trois-Rivières (Bois-Francs) — Victoriaville (04)***
Ministère de l'Industrie,
du Commerce et du Tourisme
Édifice Provincial
62, rue Saint-Jean-Baptiste
Victoriaville (Québec)
G6P 4E3
(819) 752-9781

— ***Estrie — Sherbrooke (05)***
Ministère de l'Industrie,
du Commerce et du Tourisme
740, rue Galt Ouest
Bureau 303
Sherbrooke (Québec)
J1H 1Z3
(819) 565-0205

— ***Montréal (06)***
Ministère de l'Industrie,
du Commerce et du Tourisme
1, place Ville-Marie, 23^e étage
Montréal (Québec)
H3B 3M6
(514) 873-5581

— ***Montréal (Laval) (06)***
Ministère de l'Industrie,
du Commerce et du Tourisme
1435, boul. St-Martin Ouest
Bureau 505
Laval (Québec)
H7S 2C6
(514) 668-6535

— ***Montréal (Laurentides) — Saint-Jérôme (06)***
Ministère de l'Industrie,
du Commerce et du Tourisme
Édifice administratif
Bureau 402
85, rue de Martigny Ouest
Saint-Jérôme (Québec)
J7Y 3R8
(514) 436-6331

— ***Montréal (Richelieu) — Longueuil (06)***
Ministère de l'Industrie,
du Commerce et du Tourisme
Édifice Montval
201, place Charles-Lemoyne
Longueuil (Québec)
J4K 2T5
(514) 873-4446

— ***Outaouais — Hull (07)***
Ministère de l'Industrie,
du Commerce et du Tourisme
Édifice Jos-Montferrand
6^e étage
170, rue Hôtel-de-Ville
Hull (Québec)
J8X 4C2
(819) 771-6239

— ***Abitibi-Témiscamingue — Noranda (08)***
Ministère de l'Industrie,
du Commerce et du Tourisme
180, boul. Rideau, bureau 221
Noranda (Québec)
J9X 1N9
(819) 762-0865

— ***Côte-Nord — Nouveau-Québec — Hauterive (09 and 10)***
Ministère de l'Industrie,
du Commerce et du Tourisme
Centre commercial Laflèche
625, boul. Laflèche
Hauterive (Québec)
G5C 1C5
(418) 589-5715

Commerce

Business Hours

Opening and closing hours of commercial establishments are determined by the Commercial Establishments Business Hours Act.

Holidays

No customer may be admitted to any commercial establishment on:

- January 1
- January 2, prior to 1:00 p.m.
- June 24, or the 25th if the 24th is a Sunday
- July 1, or the 2nd if the 1st is a Sunday
- the first Monday in September
- the second Monday in October
- December 25
- December 26, prior to 1:00 p.m.
- any other day fixed by government proclamation.

Regular hours

The Act allows commercial establishments to open their doors from 8:30 a.m. every day and obliges them to close at 6:00 p.m. at the latest, on Mondays, Tuesdays, and Wednesdays. These establishments may remain open until 9:00 p.m. on Thursdays and Fridays, and until 5:00 p.m. on Saturdays. However, from December 11 to 23 inclusive they may admit customers until 9:00 p.m., and on December 24 and 31 until 6:00 p.m.

Exceptions

The Act does not apply to a commercial establishment or to a separate section of any commercial establishment whose sole activity is the sale of:

- newspapers or periodicals
- tobacco or articles required for the use of tobacco
- meals
- food to be consumed on the premises
- pastries or confectionaries
- pharmaceutical, hygienic or sanitary products
- gasoline, motor oil or heating oil

''Closed'' — what, again? Under the law there are some days when everything has to close: certain annual holidays, the first Monday in September and the second Monday in October.

- automobiles, trailers or boats
- farm machinery
- flowers.

Nor does the Act apply to commercial establishments whose principal activity is the retail sale of food products and whose operation is assured, from the beginning to the end of a 24-hour day, by a total staff of not more than three persons, including employers and employees.

It does not apply to the Société des alcools, or to establishments located in places declared to be tourist areas by government regulation.

Further information can be obtained from one of the regional offices of the ministère de l'Industrie, du Commerce et du Tourisme, or its main office:

— **Ministère de l'Industrie,**
du Commerce et du Tourisme
710, place d'Youville
Québec (Québec)
G1R 4X4
(418) 643-5045

or

— **1, place Ville-Marie**
23e étage
Montréal (Québec)
H3B 3M6
(514) 873-5564

The Profession of Agent or Broker

Anyone who wishes to practice, in Québec, the profession of agent or broker in the field of insurance, real estate or securities must obtain the authorization of the Québec government.

Insurance

If you wish to become an insurance agent or broker, you must have a certificate issued by the Québec Superintendent of Insurance, or be a member of a recognized professional association or corporation of agents or brokers. The Association provinciale des assureurs-vie du Québec and the Association des courtiers d'assurance de la province de Québec are the recognized associations.

Subject to the Act respecting insurance, any person 18 years or over may obtain an insurance agent's certificate on passing the required qualification exam, which assesses the candidate's general and technical knowledge in the insurance sectors which interest him.

The same applies for people who wish to become claims adjusters.

In both cases, interested parties should apply for certification to the Superintendent:

— **L'Inspecteur général**
des institutions financières
Direction générale
des assurances
800, place d'Youville
8^e étage
Québec (Québec)
G1R 4Y5
(418) 643-5786

Real estate brokerage

Not just anyone can become a real estate salesman or broker. Those wishing to do so must fulfil certain conditions before obtaining a licence which enables them to act in this capacity.

So you want to deal in real estate? There are certain standards for qualification you'll have to meet, and you will also have to pass the examinations set by the Direction du courtage immobilier in the gouvernement du Québec.

These conditions are spelled out in the Real Estate Brokerage Act and its regulations.

Anyone wishing to become a real estate salesman or broker must be a resident of Québec, at least 18 years of age, have completed high school or the equivalent as established by the ministère de l'Éducation, and supply a surety bond

($1 000 for salesmen, $5 000 for brokers) which may be obtained from an insurance broker.

To obtain the broker's licence, you must also take out professional liability insurance, furnish financial statements presented in accordance with accounting standards, and have two years' experience as a real estate salesman.

Moreover, to become a real estate salesman or broker, you must possess adequate knowledge of real estate brokerage practices and all legislation related to real estate transactions. To ensure the competence of candidates, the Direction du courtage immobilier of the gouvernement du Québec sets compulsory examinations in which a minimum score of 60% is required in each part.

Exams

The exam covers, in particular, the Real Estate Brokerage Act and its regulations and related legislation dealing with taxation, preservation of agricultural land, matrimonial regimes, the Régie du logement and so forth. It also assesses the candidate's ability to carry out the most frequently used calculations when real estate is bought or sold (offer to buy, assessment, area, taxes and so on).

Thorough preparation is essential, and candidates would be well advised to read widely before aking the exam. Anyone wishing to further his training can take a course in "Sciences immobilières" offered by the Association de l'Immeuble du Québec (1080, côte Beaver Hall, Montréal), or the course "Vente de biens immobiliers" given in various Cegeps in Québec, which is recognized by the ministère de l'Éducation du Québec. Those who successfully complete the course receive an Attestation d'études collégiales (A.E.C.) under vocational training programs.

The Real Estate Institute of Canada (1080, côte Beaver Hall, Montréal), in collaboration with certain Québec universities, grants the degree of Fellow of the Real Estate Institute (F.R.I.) to candidates who successfully complete a training program at the university level and who have at least five years' experience in real estate brokerage.

Information

— **Direction du courtage**
immobilier
(418) 643-4597

or

— **800, place Victoria,**
42^e étage
Case postale 355
Montréal (Québec)
H4Z 1H9
(514) 873-3947

Securities

In order to be a securities broker, salesman or adviser, you must first be registered with the Commission des valeur mobilières du Québec.

To be registered, an individual must show proof of his professional integrity, his solvency, and the competence which qualifies him to recommend to prospective buyers the investments most suited to them. He must also pay the required registration fees.

Applications for registration must be made in writing, using the appropriate forms furnished by the Commission.

Information

— **Commission des valeurs**
mobilières du Québec
800, place Victoria
20ᵉ étage
Montréal (Québec)
H4Z 1G3
(514) 873-5326

The Tourist Industry

Licences

Licences for hotels, restaurants and camping facilities

Anyone wishing to operate a hotel, restaurant or campground must obtain an operating licence from the Service de l'hôtellerie of the ministère de l'Industrie, du Commerce et du Tourisme.

This service also protects consumers by ensuring that licences are granted only to establishments which comply with standards set out in legislation and regulations respecting hotels, restaurants and campgrounds.

For information or licence application forms, contact the

— **Ministère de l'Industrie,**
du Commerce et du Tourisme
Service de l'hôtellerie
710, place d'Youville
3ᵉ étage
Québec (Québec)
G1R 4Y4
(418) 643-2230

or the

— **Village olympique**
Tour Ouest
5199, rue Sherbrooke Est
Bureau 2220
Montréal (Québec)
H1T 3X1
(514) 873-2416

Travel agents' licences

The Service des permis also issues travel agents' licences to wholesalers, retailers, and carriers. For further information, contact the

— **Ministère de l'Habitation**
et de la Protection
du consommateur
Service des permis
6, rue Université, 4ᵉ étage
Québec (Québec)
G1R 5G8
(418) 643-8531

Tourist information bureau licences

The operation of a tourist information bureau is a non-profit undertaking which must be carried out by non-profit organizations, municipal corporations or agencies which promote tourism.

To operate such a bureau it is necessary to obtain a licence issued by the ministère de l'Industrie, du Commerce et du Tourisme, which can be obtained by contacting the

— **Direction générale**
du tourisme
Service de l'accueil et
des renseignements
2, place Ville-Marie
Montréal (Québec)
H3B 3M6
(514) 873-2015

or

— **710, place d'Youville**
3ᵉ étage
Québec (Québec)
G1R 4Y4
(418) 643-2280

Technical Assistance Programs

The department's initiatives also extend to such tourist businesses as hotels and restaurants.

Centre de consultation en gestion touristique

This program is intended to provide technical assistance with respect to the management of small and medium-sized tourist businesses. Such assistance is directed toward solving management problems in relation to planning, administration, financing or marketing.

Centre de recherches technologiques

This program is designed to offer logistic support to small and medium-sized tourist businesses, in particular through experimenting with recipes, organizing files of recipes and menus, the maintenance of a data bank on new products, and the development of new activities.

Administration seminars

Intended for hotel and restaurant owners, among others, these seminars, of varying length, enable participants:

— to improve the profitability of their business through better management of human resources, purchases and supplies, marketing and controls;

- to learn about their rights and obligations and the regulations which apply to the hotel and restaurant sector;
- to acquire knowledge respecting the selection, installation and utilization of computerized control systems.

Courses in bar and restaurant service

This course is offered to experienced bar and restaurant waiters and waitresses who wish to further their knowledge and improve their techniques.

Technical assistance programs are administered by the

— **Institut du tourisme et**
d'hôtellerie du Québec
401, rue de Rigaud
Montréal (Québec)
H2L 4P3
(514) 873-4163

Financial Assistance Program

Tourist industry credit

The purpose of the tourist industry credit program is to increase the revenues of the tourist industry through improvements in Québec's tourist attractions and the development of its cultural dimension. It is intended to promote private investment and offers small and medium-sized tourist businesses financing for building, expansion, modernization, renovation and amalgamation according to eligibility criteria contained in the Act respecting assistance for tourist development.

For details respecting eligibility requirements or further information, contact:

— **Administration du crédit**
touristique
710, place d'Youville
7ᵉ étage
Québec (Québec)
G1R 4Y4
(418) 643-7394

Tourist Information

Tourist information on Québec can be obtained by phoning or writing to

— **Tourisme Québec**
C.P. 20 000
Québec (Québec)
G1K 7X2

or by visiting one of the four Québec tourist information bureaus listed at the end of this section.

Tourist Guides

The ministère de l'Industrie, du Commerce et du Tourisme produces a hotel guide each year, in which each establishment is classified according to the quality of its food and the comfort of its facilities.

The department also publishes a campground guide which indicates the services offered by each establishment.

Both guides may be obtained free of charge by phoning:

- **873-2015 in Montréal;**
- **1-800-361-5405 toll-free elsewhere in Québec.**
- **Ministère de l'Industrie,**
  du Commerce et du Tourisme
  Direction générale
  du tourisme
  Service d'accueil et
  de renseignements
  2, place Ville-Marie
  Montréal (Québec)
  H3B 3M6
  (514) 873-2015

or

- **710, place d'Youville**
  3e étage
  Québec (Québec)
  G1R 4Y4
  (418) 643-2230

or at any Québec government tourist information bureau:

- **Tourisme Québec**
  2, place Ville-Marie
  Montréal (Québec)
  H3B 3M6
  (514) 873-7945 or (514) 873-2015
- **Tourisme Québec**
  12, rue Sainte-Anne
  Québec (Québec)
  G1R 3X2
  (418) 643-2280
- **Tourisme Québec**
  Rivière Beaudette, Soulanges (Québec)
  J0P 1R0
  (514) 269-2252
- **Tourisme Québec**
  Saint-Bernard de Lacolle (Québec)
  J0J 1V0
  (514) 454-9898

Institut de tourisme et d'hôtellerie

The Institut de tourisme et d'hôtellerie was created to develop the hotel and tourist industry in Québec. Its role is to

- train competent personnel in tourism and the hotel and restaurant business;
- offer advanced training for staff working in these areas, and give manpower retraining courses;
- provide small and medium-sized businesses with consulting and management services;
- carry out technological research in relation to restaurant, tourism and hotel enterprises.

The Institut offers, free of charge, three levels of vocational training, in which general education also plays a role.

Secondary education leads to the Secondary School Certificate in:

- Professional cooking I and II
- Pastry-making and baking
- Restaurant service.

Advanced studies lead to the college diploma (DEC) in:

- the hotel trade
- techniques of food services management
- tourism.

Adult education leads to an attestation of studies in advanced training or retraining courses.

The Service de l'éducation des adultes offers part-time advanced training courses, full-time retraining courses, seminars in hotel administration, and courses in bar and restaurant service given by a travelling team.

To find out about admission requirements or to obtain any other information on this subject, contact the

- **Ministère de l'Industrie, du Commerce et du Tourisme**
  Institut de tourisme
  et d'hôtellerie du Québec
  401, rue de Rigaud
  Montréal (Québec)
  H2L 4P3
  (514) 873-4163

Liquor Permits

A liquor permit is an authorization issued by the Régie des permis d'alcool du Québec for the sale of alcoholic beverages. There are various categories of permits, each of which corresponds to a particular type of establishment, and has special restrictions.

Categories of Permits and Fees Payable for Obtaining Them

The brasserie permit authorizes the sale of beer, draught wine and light cider for consumption on the premises, and costs $228 per year.

The tavern permit authorizes the sale of beer and light cider for consumption on the premises, and costs $228 per year.

The restaurant permit authorizes the sale of alcoholic beverages, with the exception of draught beer, for consumption on the premises with a meal, and costs $228 per year.

The bar permit authorizes the sale of alcoholic beverages, with the exception of draught beer and draught wine, for consumption on the premises, and costs $228 per year.

The club permit authorizes the sale of alcoholic beverages, with the exception of draught beer and draught wine, for consumption on the premises by club members and their guests, and costs $120 per year.

The grocery store permit authorizes the sale of cider, designated wines and beer, with the exception of draught beer, for consumption off the premises in question, and costs $60 per year;

The cider vendor's permit authorizes the sale of cider, for consumption off the premises in question, and costs $60 per year;

The meeting permit authorizes, for a period set by the Régie, the sale or serving of alcoholic beverages, with the exception of draught beer and draught wine, for consumption at the place indicated on the permit, during events set out in regulations. It costs $10 for serving alcoholic beverages, or $20 a day for the sale of such beverages, for each room or terrace where the permit will be utilized.

The "Terre des hommes" and "Parc olympique" permits allow the sale of alcoholic beverages mentioned on the permit, for consumption on the premises, and cost $120 per year;

Who may obtain a liquor permit?

The Régie may issue a liquor permit to an individual, a corporation or a company, although it is issued in the name of the person who intends to use it.

Eligibility

An applicant for a liquor permit must have attained his majority and, if he is not a Canadian citizen, have lived in Québec for at least one year (except in the case of an application for a meeting permit or a "Terre des hommes" permit if the applicant is acting as an authorized representative of a government, country, province or state).

Anyone convicted of a criminal offence punishable by a prison sentence of five years or more must have served his sentence before seeking a permit.

An individual must also own or rent the establishment, or have the express consent of the owner or renter of the establishment, to exploit a permit. In the case of "Terre des hommes" or "Parc olympique" permits, he must have obtained a concession from the City of Montréal or the Régie des installations olympiques.

The individual must have arranged the establishment according to standards set out in legislation and regulations, and must hold, if need be, a permit issued under the Hotels Act; display a notice of the application, in the manner and at the time prescribed by the Régie, and in the place where the permit will be exploited, and pay the fee stipulated in the regulations.

Authorizations

Henceforth, the holder of a permit authorizing the sale of alcoholic beverages for consumption on the premises, other than a meeting permit, a "Terre des hommes" or "Parc olympique" permit may, with the consent of the Régie, allow dancing, the presentation of shows and the projection of films. The fee payable for obtaining or renewing the authorization to present a show, project a film or have dances is $228 for the first authorization, and $120 for each additional authorization.

However, such an authorization is not required to present a show in a theatre or an amphitheatre, a race on a race track, or a sporting event in a sports centre.

Nor is it necessary to obtain an authorization to use a radio, television or sound reproduction equipment in a room or on a terrace where a permit is exploited.

Business Hours

Normal operating hours for licensed bars, clubs and restaurants are from 8:00 a.m. to 3:00 a.m.

Operating hours in licensed taverns are from 8:00 a.m. to midnight every day except Sundays, January 1 and December 25.

Operating hours in licensed brasseries are from 8:00 a.m. to 1:00 a.m., except Sundays, January 1 and December 25. However, brasseries may remain open from midnight to 1:00 a.m. on Sundays, January 1 and December 25, as this period is the continuation of that of the previous day.

Operating hours for holders of grocery store and cider vendors' permits are from 8:00 a.m. to 11:00 p.m. every day, provided the establishment may remain open under provisions in the Commercial Establishments Business Hours Act.

Since 1982, the sale of alcoholic beverages has been permitted on Good Friday, regardless of the type of permit.

Minors

Holders of brasserie, tavern or bar permits may not admit minors, allow their presence, employ them, or allow them to present, or participate in, a show in a room or on a terrace of their establishments where alcoholic beverages may be sold.

However, the fact that, before 8:00 p.m., a minor is on a terrace on which is exploited a bar, brasserie or tavern permit, does not constitute an offence if he is accompanied by his father, mother or guardian.

Nor is it an offence for a minor to cross a room in which one of the three categories of permits mentioned above is exploited.

Nor is it an offence for a minor to be present in a room or on a terrace in which one of the three categories of permits mentioned above is exploited, provided that access to the room or terrace is restricted to a group of people attending a reception.

Consultation of Files

The Régie's files are public, with the exception of those related to investigations. Anyone may obtain copies of them provided he pays the costs. Investigation reports and documentary evidence in these reports may only be consulted with the authorization of a director, who must justify in writing his refusal to grant such an authorization.

Public Hearings

When an application for a liquor permit is submitted, an announcement appears in the newspapers to inform the public that such a request has been made to the Régie des permis d'alcool.

Anyone has 15 days in which to oppose the granting of a permit. If such is the case, the Régie holds a public hearing during which the applicant and the opponent present their viewpoints.

A public hearing may also be held following a request to revoke an existing liquor permit.

Control of Licensed Establishments

The Régie deems it its duty to ensure that liquor permits are exploited in accordance with the legislation and regulations in effect. It systematically inspects licensed establishments and firmly employs the powers of suspension and revocation conferred on it by legislation.

Information

Information and documentation respecting liquor permits are available from:

- **125, rue Dalhousie**
  Québec (Québec)
  G1K 4C5
  (418) 643-7667
- **1, rue Notre-Dame Est**
  Bureau 9.200
  Montréal (Québec)
  H2Y 1B6
  (514) 873-3577

The Société des alcools du Québec

The Société des alcools du Québec distributes nearly 3 000 wines and spirits through a network of 361 outlets found all over Québec. All consumers have access to a wide range of products, thanks to numerous sales outlets, including some 10 000 food stores which hold permits.

Mail order service

The Société des alcools has established a mail order service for those in more remote areas. Quebecers may order wines and spirits from three mail order outlets, located at the following addresses:

- **Société des alcools du Québec**
  Comptoir postal
  1, place Ville-Marie
  Galerie des boutiques
  Montréal (Québec)
  H3B 2Y1

If there's no branch of the Société des alcools near you, go to one of the three mail order counters, and order from there.

— **Société des alcools du Québec**
Comptoir postal
Place Naviles
3400, chemin des Quatre-Bourgeois
Sainte-Foy (Québec)
H1W 2L3

— **Société des alcools du Québec**
Comptoir postal
798, rue de l'Escale
C.P. 160
Havre Saint-Pierre (Québec)
G0G 1P0

Private import service

Connoisseurs who wish to purchase wines or spirits not available in Québec may order them through the private import service of the Société des alcools du Québec. For further information on this service, write to the

— **Société des alcools du Québec**
Succursale Ray-Lawson
9999, boul. Ray-Lawson
Anjou (Québec)
H1J 1L6

Assistance to Immigrant Entrepreneur-Investors

Recently arrived immigrants to Québec who wish to set themselves up in business, or who are considering immigrating to, and investing in, Québec, may request assistance from the Service des investisseurs of the ministère des Communautés culturelles et de l'Immigration, which will provide them with advice and information in order to help them carry out their projects as quickly and as efficiently as possible.

Before requesting an appointment, anyone wishing to take advantage of this service should prepare a summary of his experience, specify the sector(s) in which he is interested, and state the amount he is prepared to invest.

Information

To arrange an appointment, contact the

— **Ministère des Communautés culturelles et de l'Immigration**
Service des investisseurs
355, rue McGill
Montréal (Québec)
H2Y 2E8
(514) 873-2730

Québec's Scientific and Technological Development

If it is to remain in the forefront in the realm of science and technology, Québec must, more than ever, increase its activities in this sector. With a view to promoting scientific and technological development, on June 23, 1983, the National Assembly adopted Bill 19, an Act to promote the advancement of science and technology in Québec.

The ministère de la Science et de la Technologie

The ministère de la Science et de la Technologie is responsible for elaborating all policies with respect to science and technology, and advising the government on any relevant question in this field. It is therefore incumbent on the department to elaborate and implement new measures aimed at ensuring Québec's scientific and technological development.

The ministère de la Science et de la Technologie is also responsible for fostering the development and diffusion of scientific and technological information in Québec.

The Conseil de la science et de la technologie

The Conseil de la science et de la technologie advises the Minister of Science and Technology on any question related to the scientific and technological development of Québec.

To do so, the Conseil receives suggestions and requests from individuals or organizations, and makes the appropriate recommendations to the Minister.

Financial Support for Research

It is indeed commendable to want to foster scientific and technological development, but to achieve results, it takes a lot of money!

Three research funds have been established to provide financial support for such research: the Fonds pour la formation de chercheurs et l'aide à la recherche (under the responsibility of the Minister of Education); the Fonds de la recherche en santé du Québec (under the aegis of the Minister of Social Affairs); and the Fonds de recherche en agriculture, en pêcheries et en alimentation (under the direction of the Minister of Agriculture, Fisheries and Food).

The purpose of these funds is to offer financial assistance for the training and advanced training of researchers, and for research in their respective fields.

The Fondation pour le développement de la science et de la technologie

Where does the money distributed by the three research funds come from?

It is provided by the Fondation pour le développement de la science et de la technologie, which is authorized to receive donations and other contributions from individuals and businesses; it also receives a government grant.

Information

For further information concerning the Act to promote the advancement of science and technology in Québec, contact the

— **Ministère de la Science et de la Technologie**
875, Grande-Allée Est
Edifice "H", 3e étage
Québec (Québec)
G1R 4Y8
(418) 643-7999

Financing

Sociétés de développement de l'entreprise québécoise (SODEQ)

These Québec business development corporations have three objectives: to promote individual savings, provide risk capital for small and medium-sized firms, and offer technical assistance in management.

Any individual can invest in a SODEQ; Québec investors benefit from tax deductions on each investment (see Chapter 12 on taxes).

For further information, get in touch with one of the regional offices of the ministère de l'Industrie, du Commerce et du Tourisme, or with its head office:

— **Ministère de l'Industrie,**
du Commerce et du Tourisme
1, place Ville-Marie
14e étage
Montréal (Québec)
H3B 3M6
(514) 873-3372

Issuing of Shares or Other Securities

Anyone who wishes to have the Québec public participate in the financing of his business and issues shares or other securities for this purpose must obtain the approval of the Commission des valeurs mobilières du Québec.

Before granting approval, the Commission studies the prospectus which the firm must submit to investors; it contains any important facts relating to the shares to be issued. It provides a description of the company's transactions, the purpose of the issue, and any other information which will help assess the risks incurred by the stock-buying public.

To facilitate the issuing of shares by small and medium-sized firms, the Commission may allow the preparation and the submission of a shortened prospectus which is much easier and more economical to produce.

Firms which issue shares must subsequently inform shareholders of financial performance on a regular basis. Moreover, they must inform the public of major changes likely to affect the value or the price of the shares.

Company directors and anyone holding more than 10% of the voting shares must inform the Commission of their transactions involving company shares. This information, along with prospectuses and financial reports, are part of the Commission's public files and are available for consultation.

For further information, contact the

— **Commission des valeurs**
mobilières du Québec
800, place Victoria
Montréal (Québec)
H4Z 1G3
(514) 873-5326

Québec Savings Bonds

These can be purchased from caisses populaires, banks, trust companies and stock brokers.

You can pay cash or purchase them in instalments.

You can cash them in at any time, for their full value.

Loss or Theft of Government Cheques

When a cheque issued by the Québec government is lost or stolen, you should immediately contact the

— **Ministère des Finances**
Direction des contrôles
282, rue Saint-Joseph Est
Québec (Québec)
G1K 3A9
(418) 643-3837

Suppliers of Services

The Fichier central des fournisseurs de services

Individuals or firms wishing to obtain service contracts from the gouvernement du Québec must be registered in the fichier central des fournisseurs administered by the Direction générale de l'approvisionnement of the ministère des Travaux publics et de l'Approvisionnement.

Who may Register?

Any professional supplier of services or construction contractor may register with the fichier, provided:

- he has an establishment in Québec;
- he holds, if necessary, the professional accreditation or licence required by legislation and regulations;
- he has the previous experience demanded by certain specialties or contracts;
- he does business in the branches of activities related to the specialties registered in the fichier central des fournisseurs.

The principal categories of suppliers of services are:

- construction contractors: general or specialized contractors;
- professionals in the field of construction in general engineering and physical sciences: engineers, architects, land surveyors, town planners, specialized laboratories and so forth;
- professional services relating to administration and research: personnel management consultants, administrative systems consultants, computer consultants, accountants, translators, firms conducting opinion polls and so forth;
- services related to audiovisual production and the graphic arts: film producers, graphic artists, typographers, photo-engravers and so on;
- auxiliary services: staff suppliers, moving companies, landscape services, building maintenance services and so forth;
- services related to security: armed or unarmed security guards, car patrol services, electronic surveillance and so on;
- services related to publicity: advertising agencies.

To register, contact the

- **Ministère des Travaux publics**
  et de l'Approvisionnement
  Fichier central
  des fournisseurs
  1155, Claire-Fontaine
  4e étage
  Québec (Québec)
  G1R 4X8
  (418) 643-8463

The Fichier des fournisseurs de biens

The Service général des achats of the ministère des Travaux publics et de l'Approvisionnement purchases or rents numerous products and materials required for the administration or proper operation of various departments or agencies.

In general, orders valued at over $50 000 are awarded following a public call for tenders announced in the newspapers. Orders below this amount are awarded following a call for tenders by invitation to suppliers entered on the central listing of suppliers.

The Service général des achats negotiates the purchase or rental of office supplies, heavy machinery, pharmaceutical products or sodium chloride, small electronic calculators, and computers, among other things.

Who may Register?

Any commercial or industrial enterprise which sells a product or rents out material or equipment other than heavy machinery may register with the fichier des fournisseurs de biens of the Service général des achats, provided it:

- has as its principal activity the manufacture or marketing of goods which the government might use;
- owns the production or processing machinery or keeps an inventory of the products offered;
- holds the licences or permits required by law;
- is solvent, competent and trustworthy.

To register, contact the

— **Ministère des Travaux publics**
et de l'Approvisionnement
Fichier central
des fournisseurs
1155, Claire-Fontaine
4e étage
Québec (Québec)
G1R 4X8
(418) 643-8463

The Fichier des acheteurs de surplus

The Service général des achats must also dispose of government surplus. As current regulations provide for the possibility of sales following a limited call for tenders, a fichier groups together possible buyers according to the products they wish to acquire and their geographical location.

Who may Register?

Anyone living in Québec, or any firm doing business in Québec may register with this fichier.

To register, contact the

— **Ministère des Travaux publics**
et de l'Approvisionnement
Service de la disposition
des surplus
1155, Claire-Fontaine
4e étage
Québec (Québec)
G1R 4X8
(418) 643-8070

Heavy Machinery Rentals

On the recommendation of an interdepartmental comittee, the Conseil du trésor has given the Service général des achats the responsibility for drawing up a list of rental companies specializing in heavy machinery.

This list is drawn up once a year, generally at the end of February, following a public call for tenders published at the beginning of the previous December, inviting owners of heavy machinery to submit rates for the machinery they wish to rent to the Québec government.

Categories of Machinery

Categories of machinery include: grader, mechanical crane, bulldozer, hydraulic crane, track-type loader, compactor roller, wheel tractor, paver, wheel loader, snowblower, skidder, compressor, track-mounted drill, mechanical excavator, sewer cleaner, hydraulic excavator, septic tank pump, telescopic excavator and air compressor.

Who may register?

Anyone who owns machinery of the types (along with accessories) listed in the regulation respecting public calls for tenders.

To register, contact the

— **Ministère des Travaux publics**
et de l'Approvisionnement
Fichier central
des fournisseurs
1155, Claire-Fontaine
4e étage
Québec (Québec)
G1R 4X8
(418) 643-6668

Car Rentals

The Service général des achats of the ministère des Travaux publics et de l'Approvisionnement maintains a list of short-term rental rates offered to the government by car rental agencies.

This list is made up following a public call for tenders; rental agencies are grouped on the basis of Québec's 27 administrative subregions.

Who may register?

Any firm which holds a short-term rental licence issued by the Commission des transports du Québec and which operates at least one sales outlet in Québec is eligible to register.

To register, contact the

— **Ministère des Travaux publics**
et de l'Approvisionnement
Fichier central
des fournisseurs
1155, Claire-Fontaine
4ᵉ étage
Québec (Québec)
G1R 4X8
(418) 643-6658

Rental of Space to the Gouvernement du Québec

Throughout Québec, the gouvernement du Québec, through the ministère des Travaux publics et de l'Approvisionnement, rents various types of space to satisfy the needs of its departments and agencies.

It seeks the additional space needed by placing public notices in the newspaper. Such notices are published in daily or weekly newspapers in the regions where needs exist.

Public notices appear Thursdays in daily newspapers; in weeklies, publication varies according to the date on which each paper appears.

For further information, contact the

— **Ministère des Travaux publics**
et de l'Approvisionnement
Acquisition de l'espace
475, rue Saint-Amable
7ᵉ étage
Québec (Québec)
G1R 4X9

Publications

Code	Title	Price
14274-5	Nourrir le Québec: Rapport 1981, 261 p., 24 cm	$ 6.25
2488-5	Noms des mauvaises herbes du Québec 1975, 3ᵉ éd., 13 p., 23 cm	$ 1.75
2761-5	Names of Plant Diseases in Canada 1976, 2nd ed., 288 p., bibl., index, 23 cm	$ 6.00
4868-6	Plantes sauvages des villes et des champs 1980, 273 p., ill. n. et coul., 18 cm	$ 8.95
4887-6	Les recettes "Agro-Délices" 1980, 177 p., 21 cm, rel. spirale	$ 2.50

Code	Title	Price
4380-2	Vers une nouvelle cuisine québécoise 1977, 2^e éd., 218 p., 44 ill., 24 cm, relié	$14.95
12205-1	Cuisiner pour les enfants 1981, 116 p., tabl., 27 cm	$ 2.50
10468-7	Manger avec les enfants 1981, 80 p., tabl., 27 cm	$ 2.50
1768-1	Lexique anglais-français des fruits et légumes 1974, 2^e éd., 128 p., 27 cm	$ 1.50
4279-6	Plantes sauvages printanières 1979, 247 p., ill. n. et coul., 18 cm	$ 6.95
4278-8	Petite flore forestière du Québec 1979, 216 p., ill. n. et coul., 18 cm	$ 6.95
4877-7	L'électricité, facteur de développement industriel au Québec 1980, 257 p., ill., tabl., 27 cm	$ 4.95
2757-3	Lexique anglais-français de l'industrie pétrolière (raffinage) 1976, XIII-143 p., bibl., 28 cm	$ 2.00
13157-3	Les coopératives au Québec: Problématiques et potentiel de développement 1981, 151 p., bibl., 24 cm	$ 5.95
13745-5	Cooperative Associations Act R.S.Q. 1977, c. A-24 1981, 48 p., 24 cm	$ 2.15
4355-4	Bâtir le Québec: Énoncé de politique économique 1979, 521 p., 27 cm	$ 9.50
4356-2	Challenges for Québec: Synopsis 1979, 186 p., 27 cm	$3.00

Code	Title	Price
12436-2	Bilan des conférences socio-économiques du Québec de mai 1977 à septembre 1980 1980, 163 p., tabl., 24 cm	$ 3.00
12692-0	Les effets économiques du ralentissement de la croissance de la population au Québec 1980, 187 p., tabl., 24 cm	$ 6.95
4937-9	Épargne: Rapport du groupe de travail sur l'épargne au Québec 1980, 687 p., bibl., graph., 27 cm	$ 9.95
1762-4	Lexique anglais-français de la bourse et des valeurs mobilières 1973, 76 p., 21 cm	$ 1.50
1969-5	Lexique de la banque et de la monnaie 1974, 39 p., 22 cm	$ 0.50
2831-6	Gestion des imprimés administratifs 1975, 92 p., bibl., 22 cm	$ 2.00
1970-3	Vocabulaire des imprimés administratifs 1974, 311 p., bibl., 28 cm	$ 2.50
12689-6	Le grand Montréal: Pôle de développement et centre international: État de la situation 1981, 85 p., tabl., 24 cm	$ 3.00
13003-9	Le grand Montréal: Pôle de développement et centre international: Rapport 1981, 423 p., tabl., 24 cm	$ 5.00

Chapter 14

Land Use Planning and the Environment

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The Act to preserve agricultural land is intended to maintain our production balance by designating certain regions which can only be used for farming.

Land Use Planning

Protection of Farm Land

There is excellent farm land in Québec — land which can yield vast quantities of the produce which goes to make a good share of our diet.

Have you ever wondered what would happen if, instead of using that land to grow vegetables, fruit and grain, we were to cram it with all kinds of houses and buildings? Economically, the result would be a shambles, and our standard of living would suffer.

So we must protect our farm land.

This does not mean that we are to outlaw housing, commercial or industrial development. It merely means that these types of development should not be carried out on land which is used for farming. There are enough other places for buildings.

It was precisely with a view to keeping farm lands for farming that Québec passed the Act to preserve agricultural land. This legislation is enforced by the Commission de protection du territoire agricole.

And how does the law go about preserving that land? As a first step, it designated the boundaries of the regions which would fall under it, and decrees were passed creating what came to be known as designated agricultural regions. Regulations were drawn up to govern the protection of these regions, and we shall be seeing them later.

The Designated Agricultural Regions

On July 1, 1982, there were six designated agricultural regions:

First Region: St. Lawrence Lowlands and Outaouais (decree November 9, 1978);

Second Region: Outaouais Regional Community and Saint-Louis-de-Gonzague-du-Cap-Tourmente (decree April 5, 1980;

Third Region: Beauce and the Eastern Townships, Saguenay-Lac-Saint-Jean, Abitibi and Témiscamingue, Côte-du-Sud (1st part) (decree June 13, 1960);

Fourth Region: County of Rivière-du-Loup (decree October 24, 1980);

Fifth Region: Basses-Laurentides, Charlevoix, Côte-du-Sud (2nd part), Bas Saint-Laurent, Gaspé Peninsula (decree June 19, 1981);

Sixth Region: Outaouais and the Laurentians, Haute Côte-Nord, Îles-de-la-Madeleine, unorganized territories south of the 50th parallel (decree November 7, 1981).

When a designated agricultural region decree comes into effect, each of the municipalities in the region concerned is allotted a control area (provisional agricultural zone). Following a notice of negotiation from the Commission de protection du territoire agricole, a new plan for an agricultural zone is drawn up on the strength of the negotiations between the municipality and the Commission. As things now stand, most of the municipalities have completed their negotiations and now have a plan of their permanent agricultural zone.

If a farmer owns a lot which is not being used for farming purposes, there is nothing in the new legislation to compel him to cultivate that lot or sell it; and if he does decide to sell, there is nothing in the law which says he must sell only to another farmer. The owner of a lot in an agricultural zone remains the owner of that lot.

Restrictions

If you own a lot, or more than one, in a designated provisional or permanent agaricultural zone, you cannot, without authorization from the Commission de protection du territoire agricole:

— use that lot for purposes other than farming (commercial, industrial, institutional or residential);

- divide the lot, or subdivide it. But you may sell one lot to more than one person;
- divide up a group of adjacent lots. You cannot sell one lot if you have a right of ownership to the adjacent lot. As far as the law is concerned, two lots are considered adjacent even though they may be separated by a public road, a railway line, a public utility right of way, or the area of a lot on which there is an acquired right;
- cut maple trees in a sugar bush, unless for sylvicultural, forestry selection or clearing purposes;
- remove and sell arable soil, without a permit from the Commission de protection du territoire agricole du Québec.

Applying for Authorization

None of these restrictions is absolute. The Commission can remove a restriction if you ask it to do so. You need merely fill out an application for authorization, and you will find these at the office of the secretary of your municipality or of the Commission.

Privileges

In spite of these restrictions, the Act to preserve agricultural land recognizes that owners of lots within provisional or permanent agricultural zones have certain privileges.

If you own one or more vacant lots or lots without acquired rights (whether or not they are adjacent) in the same municipality, and you acquired those lots under a deed registered before the designated agricultural region decree came into effect, you may build a residence on your lot. But only one. You cannot use more than half a hectare (53 820 square feet). This privilege will cease to apply on December 31, 1986, for all vacant lots in all designated agricultural regions.

The owner of a vacant lot acquired under a deed registered (after) the designated agricultural decree comes into force cannot enjoy this privilege. No matter what plans he has for his lots, he will have to obtain authorization from the Commission.

Principal Occupation: Farming

If your principal occupation is farming, you may build a residence on your lot for yourself, for your children or for your employees; you do not need authorization from the Commission

A corporation or partnership set up to operate a farm may also build a residence on any lot it owns, for those of its shareholders or members whose main occupation is farming.

The residence, however, cannot be detached from the rest of the farm without authorization from the

Commission, nor may the land where it is built be divided.

Acquired Rights

Existing use

The Act to preserve agricultural land acknowledges that lots which were being used for purposes other than farming before a designated agricultural region decree came into force carry certain acquired rights.

The legislation provides that not more than one half-hectare (53 820 square feet) of such a lot may be used for non-forming purposes without authorization from the Commission if the lot is used for residential purposes, and not more than one hectare (107 640 square feet) may be so used if used for commercial, industrial or institutional purposes. The owner, then, can make any use he wants of a lot with an acquired right, provided he respects the other laws and the municipal by-laws.

Waterworks and sewers

An acquired right also applies if the lot is or becomes adjacent to a public road where waterworks and sewers have already been authorized by a municipal by-law which came into force before the decree.

When this happens, the part of the lot to be used for residential purposes must not extend more than 60 metres (196.5 feet) from the public road. If the part of the lot is to be used for commercial, industrial or institutional purposes, it must not extend more than 120 metres (393 feet).

Unploughed land

An acquired right applies even if the lot is no longer used, or if it is abandoned. The right ceases to apply, however, if the area of the lot on which it bears is left unploughed for more than one year from the date the decree comes into force.

This right also ceases to apply if the part of the lot on which the right bears and which has been alienated (sold, exchanged, shared out or given) remains unploughed for more than one year.

Municipal By-laws

Within any provisional or permanent agricultural zone, the Act to preserve agricultural land prevails over any development plan, master plan or municipal by-law.

If you have obtained a permit or authorization from the Commission de protection du territoire agricole, you are not exempted from having to obtain other permits issued under government regulations or municipal by-laws. This applies in particular to subdivision, building and zoning by-laws.

Penalties

If the restrictions in the Act to preserve agricultural land are not respected, the offenders may be liable to fines; also, some of their acts can be nullified, and they may be ordered to return the premises to their original state.

Standards for Decisions by the Commission de protection du territoire agricole

Before granting any authorization to the owner of a lot situated in a provisional or permanent agricultural zone, the Commission de protection du territoire agricole gives special attention to the biophysical conditions of the land and the environment, the possibility of putting the land to agricultural use, and the economic consequences of such action. It also studies the effects authorization would have on preservation of farm land in the municipality and on the homogeneity of the farming community.

For information

— **Commission de protection du
territoire agricole du Québec
200-A, chemin Sainte-Foy
2e étage
Québec (Québec)
G1R 4X6
(418) 643-3314
1-800-462-5341
(from anywhere else in
Québec, toll-free)**

or

— **25, rue Lafayette
Longueuil (Québec)
J4K 5C7
(514) 670-0990
1-800-361-5316
(if your area code is 514)**

Regional Offices of the Commission de protection du territoire agricole

— ***Alma***
**Commission de protection du
territoire agricole du Québec
725, rue Harvey Ouest
Alma (Québec)
G8B 1P5
(418) 668-6138**

— ***Rimouski***
**Commission de protection du
territoire agricole du Québec
464, boul. Saint-Germain Ouest
Rimouski (Québec)
G5L 3P1
(418) 722-3858**

— ***Sherbrooke***
**Commission de protection du
territoire agricole du Québec
114, Wellington Sud
1er étage
Sherbrooke (Québec)
J1H 5C7
(418) 564-1344**

— ***Rouyn***

Commission de protection du territoire agricole du Québec
60R, Bernatchez
Rouyn (Québec)
J9X 4Z4
(819) 762-7743

Land Use Planning and Development

The regional county municipalities are responsible for developing the territory of Québec. They were created by the Act respecting land use planning and development.

The Regional County Municipalities (RCMs)

A regional county municipality encompasses a small region. It groups together neighbouring municipalities with common concerns, be they urban or rural municipalities. The first task of any regional county municipality is to draw up a development plan for its territory, although it may also extend its area of activity to include real estate assessment, the operation of a garbage disposal system, or the collection of duties on real estate transfers.

The Development Plan

As a regional county municipality prepares its development plan, it defines its objectives in the field of development, and determines the physical organization of all its territory.

The development plan specifies

- the objectives of the regional county municipality and the means whereby it intends to attain them;
- the major land capabilities: designation of urban, rural, forest and other zones;
- delimitation of urbanization parameters: what land is to be used for urban purposes?
- the zones where flooding, landslides, erosion and other phenomena place special public safety restrictions on land use and for which land use standards must be adopted;
- the territories of historic, cultural, esthetic or ecological interest to the regional county municipality;
- the determination and approximate location of facilities and infrastructure of an intermunicipal nature;
- the determination and approximate location of facilities and infrastructures to be set up by government departments bodies: new roads, health services, schools and so on;
- determination and approximate location of electricity, gas, telecommunication and cabledistribution networks.

Local Municipalities

Each local municipality must produce a planning program and by-laws which comply with the regional county municipality's development plan.

Planning programs

A planning program determines how a local municipality's territory is to be organized. Will the municipality become a dormitory town, a rural village or an industrial city? What type of services will be provided? And where will all the new development take place? The program tells all. It describes the local municipality's aims in matters of development, the major use of land within its territory, and the density of its territorial occupation. Along with the program comes a document describing the work the municipality intends to do in the next three years, and the approximate cost of that work.

A planning program can also include:

— documents indicating zones to be renovated, restored or protected; the layout and type of principal thoroughfares and transportation systems; the nature, location and type of community facilities and infrastructures, the nature and proposed layout of the principal systems for waterworks, sewers, electricity, gas, telecommunications and cabledistri-

A municipality's planning program determines that municipality's vocation: will it be a dormitory suburb, an industrial town or a country village? The program also determines the major uses to be put to the land and the occupation density.

bution, and their terminal points; documents showing the boundaries of areas where special programs may be implemented;

- special programs for redevelopment, restoration or demolition (a program to restore old houses, to improve specific districts, or to revitalize the downtown area, or to create an industrial park or an area for heritage conservation).

Planning by-laws

A planning by-law is a means used by a local municipality to control development in its territory, in accordance with the policies and uses previously established by the planning program. There are three types of planning by-laws: zoning by-laws, subdivision by-laws and building by-laws.

A zoning by-law divides a local municipality into zones, and sectors of zones. For each zone, it determines the uses permitted and the layout standards for buildings (height and alignment, for example). The boundaries of the various zones of municipal territory are determined by a zoning plan, which is an integral part of the zoning by-law.

A subdivision by-law specifies the area and size of lots or land in the municipality by category of construction or use, and determines the rules to be applied in cadastral operations.

A building by-law specifies what materials are to be used in construction and how they are to be assembled; it determines construction standards for buildings.

The Citizen's Part

The citizens play a major part in matters of planning.

When your municipality prepares, adopts or amends its planning program and by-laws, or when your regional county municipality draws up its development plan, you can attend a public consultation meeting which will be called by the municipal council or by the council of the regional county municipality. Before this meeting is held, the municipal council will send you a summary of the development program, or the final version of the development plan it intends to adopt. It can also publish these in a newspaper which circulates in your territory.

Once the planning program or development plan is adopted, the council of your municipality or of the regional county municipality will also send you a summary (or publish it in a newspaper circulating in your territory), along with a notice advising you as to when it will come into force.

You can become far more involved in the planning aspect of your municipality's work by joining the advisory planning committee which your municipality may set up. Committees of this sort have power to study and make recommendations on planning, zoning, subdivision and construction.

As an owner or tenant, you can cast your vote on the approval of any by-law to amend or repeal any zoning or subdivision by-law, unless these changes have been made solely for purposes of consistency with the planning program.

Finally, if a planning by-law has been adopted or changed to make it consistent with the planning program, five owners or tenants of a building located within the territory of the municipality may request a written opinion from the Commission nationale de l'aménagement as to whether that by-law is in fact consistent with the program. This opinion must be requested within 45 days after the by-law is adopted.

For more information

If you would like more information on land use planning and development, apply to your regional county municipality, your local municipality, or one of the regional offices of the ministère des Affaires municipales.

The Commission nationale de l'aménagement

This Commission provides opinions, on request, as to whether various planning and development documents are consistent with the Act respecting land use planning and development. This Commission also registers and preserves all by-laws, resolutions, decrees, notices and opinions regarding planning and development.

Where to go

If you would like some additional information on the Commission nationale de l'aménagement, apply to the

— **Commission nationale**
de l'aménagement
20, rue Chauveau
Québec (Québec)
G1R 4J3
(418) 643-8358

The Environment

Emergencies

Urgence Environnement Québec

In the event of a natural disaster (a flood, a landslide or an earthquake), or of a man-caused accident (a hydrocarbon spill, a leakage of toxic products), or any other incident which might contaminate water, air or land, contact Urgence Environnement Québec. Teams from Urgence Environnement Québec are available 24 hours a day in the Québec City and Montréal regional offices and in the national office. The appropriate telephone numbers are:

Bureau national d'urgence
Environnement Québec
(418) 643-4594
Direction régionale de Québec
(418) 643-7677
Direction régionale de Montréal
(514) 253-3333

Urgence Environnement Québec teams can be consulted at the other regional branch offices during normal working hours, at the following numbers:

Direction régionale du
Bas-Saint-Laurent
Gaspésie et des
Îles-de-la-Madeleine:
(418) 722-3511
Direction régionale du
Saguenay et du Lac-Saint-Jean:
(418) 542-3565
Direction régionale de la
Mauricie et des Bois-Francs:
(819) 373-7341
Direction régionale de l'Estrie:
(819) 566-5882
Direction régionale de l'Outaouais:
(819) 770-0004
Direction régionale de l'Abitibi et
du Témiscamingue:
(819) 762-6551
Direction régionale de la
Côte-Nord:
(418) 962-3378
Direction régionale du
Nouveau-Québec:
(01) 638-8495

To contact Urgence Environnement Québec outside normal working hours, send your message to your municipality or to your nearest Sûreté du Québec station.

Disaster Areas

You live near a river. Spring rains have caused that river to overflow its banks; your house is flooded, and its recently renovated basement is heavily damaged. What can you do?

Notify your municipal authorities as soon as possible. If necessary, they will contact the Bureau de la protection civile du Québec for help, and to have your municipality declared a disaster area by government order. Representatives of the Bureau de la protection civile du Québec will visit the scene of the disaster and will report on their visit to the gouvernement du Québec. The government will then decide whether or not financial assistance should be granted.

If the assistance is granted, the government will decree that a state of emergency exists in your municipality. Official forms for application for assistance will be available at your city or town hall or at your secretary-treasurer's office. You need only obtain a copy, fill it out carefully, and return it to the following address:

— **Bureau de la protection civile**
du Québec
1200, route de l'Église
2ᵉ étage
Sainte-Foy (Québec)
G1V 4M1
(418) 643-3259

In order to make sure that services are available outside regular hours, someone is always in attendance at the Québec City office, at (418) 643-3256, and in each regional branch office of the Bureau de la protection civile du Québec. To know the telephone number of your regional civil protection office, consult your telephone directory. Look under Bureau de la protection civile du Québec, in the section on the gouvernement du Québec.

The Bureau de la protection civile du Québec

This organization comes under the authority of the Minister of Justice. Its primary functions are to prepare policy for the prevention of disasters, to draw up emergency measures to be taken in the event of a disaster and to coordinate their execution, to advise various organizations regarding prevention and emergency measures, to help them in the event of disasters, and to come to the assistance of any person whose life is endangered, even if there is no disaster or a state of emergency has not been declared.

If you see that the environment is deteriorating through agricultural or industrial pollution, you can complain to your regional branch of the ministère de l'Environnement. It's your right... and your duty.

The Bureau de la protection civile also engages in other activities. Principal among these are the preparation of studies on risks and on means of preventing disasters, the preparation of disaster-prevention plans for all of Québec and for each region, the organization of training courses in emergency measures and the recruitment of volunteers to assist the population in the event of disasters.

Complaints against Polluters

Pollution is an offence against the Environment Quality Act. If you detect deterioration in the quality of the air, water or soil, caused by farm or industrial pollution, you can complain to the nearest regional office of the ministère de l'Environnement. A list of these regional offices is found at the end of this chapter.

You will be given a form by which you will be able to register your complaint formally. The ministère de l'Environnement will conduct an inquiry and send a notice of correction to the polluter involved.

If this yields no results, the department's legal services will order the polluter to rectify the situation, under threat of legal proceedings. The ministère de l'Environnement can also order corrective work done and send the bill to the polluter.

Drinking Water

If you draw your water from a spring or a well, and you feel that because of its unusual appearance or bad taste it might be contaminated, do not hesitate: contact your nearest regional branch of the ministère de l'Environnement.

The department will provide you with what you need to draw samples of the water, and will refer you to a private testing laboratory. An inspector may come to your property and make suggestions.

Septic Tanks

Since 1982, evacuation of waste-water from isolated residences has been a matter under municipal jurisdiction.

Sewer systems are not a universal thing. Before you install a septic tank, you must make sure you are respecting the standards laid down by the ministère de l'Environnement.

If you are planning to build in organized territory, the municipal inspector can visit your lot, issue you a building permit requiring the installation of a septic tank, watch over the work that you do, and finally issue you a certificate of final approval.

Wells

If you want advice as to where and how to dig a well, and how to disinfect it, contact your nearest regional branch of the ministère de l'Environnement, or the

— **Ministère de l'Environnement**
Service des eaux souterraines
194, avenue Saint-Sacrement
Québec (Québec)
G1N 4J5
(418) 643-4584

Ecological Reserves and Green Spaces

Ecological reserves

An ecological reserve is a natural space fully protected for purposes of education and research. Rare and unique species living in such reserves are protected.

If you know that a particular living species is threatened with extinction, you may insist that it be protected. You may also ask that a natural space be preserved. All you need do is apply to the Direction des réserves écologiques et des sites naturels, at the ministère de l'Environnement. If you would like to take part in setting up an ecological reserve, the same branch can provide you with the technical assistance you need.

Green spaces

As a nature lover, you want to see natural green spaces preserved as much as possible. That wish can become a reality if you contact the Direction des réserves écologiques et des sites naturels at the ministère de l'Environnement. Anyone who wants to see a green space protected or cleared may make a request to this branch which will carry out the necessary studies on the cadastre or assess the ecological value of the space to be preserved. The staff can also seek means to protect or develop the site in question.

Green and pleasant. If you want a green space protected or developed, you can apply to the Direction des réserves écologiques et des sites naturels in the ministère de l'Environnement.

Green spaces which have been preserved or developed can be used for education, research and relaxation.

For information

If you would like more information on ecological reserves and green spaces, contact the

— **Ministère de l'Environnement**
Direction des réserves
écologiques et des
sites naturels
2360, chemin Sainte-Foy
1er étage
Sainte-Foy (Québec)
G1V 4H2
(418) 643-5397

Protecting Lakes

Ah, for the good old days! The days when you could walk a few steps from cottage to lake, and plunge in. Today that same lake is so polluted that you fear for its life.

The first step is to try to convince as many people as possible (your neighbours, for instance) that the time has come to take action. Next, you set yourselves up as an association. Only then can you contact the Direction de l'aménagement des lacs et des cours d'eau at the ministère de l'Environnment and ask that a team of specialists begin and maintain a program for the protection of your lake.

Protecting Shorelines and Coasts

Anyone who cares for his environment leaves the shores of lakes and watercourses as they are. Besides, any action to alter the shoreline of a lake or watercourse — removal of wood, clearing, dragging, construction of docks or boathouses — must be authorized by the ministère de l'Environnement du Québec. To obtain this authorization, contact the

— **Ministère de l'Environnement**
Direction de l'aménagement
des lacs et des cours d'eau
5199, rue Sherbrook Est
Montréal (Québec)
H1T 3X9
(514) 873-4174

If you are planning to build a dock or a boathouse, remember that any construction of this kind must allow for free circulation of water. And if you want your application to be dealt with more speedily, enclose a sketch showing all the details.

In addition, any work encroaching on the bed of a public watercourse must be approved under the Watercourses Act. To know when such a work encroaches on a public watercourse — or for any other information along these lines — contact the

— **Ministère de l'Environnement**
Service du milieu hydrique
2360, chemin Sainte-Foy
Sainte-Foy (Québec)
G1V 4H2
(418) 643-4576

Waiting Periods

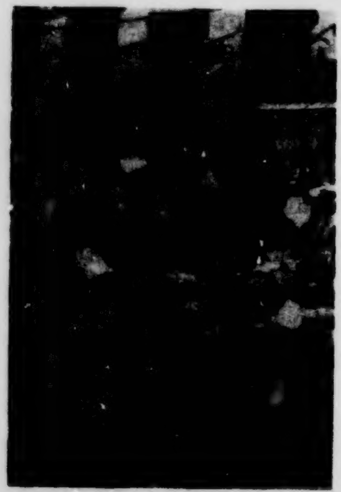
The ministère de l'Environnement exists to preserve the natural state of lakes and watercourses as much as it can. Given that fact, most of these projects will probably be refused, and within a very short period. Generally, though, authorization from the department takes between one and two months to come through.

Cleanliness

Wherever you go, for business or pleasure, the minimum standards of public health must be respected.

If you consider that cleanliness in a campground, restaurant, bar or hotel (to give but a few examples) leaves something to be desired, you may complain to the municipality. If the establishment is located outside a municipal territory, you may go directly to one of the regional branches of the ministère de l'Environnement, which will send an inspector to visit the place in question.

You may also want to lodge a complaint about drinking water and wastewater (in systems connected to a municipal waterworks or sewer system) or about the cleanliness of public swimming pools and wading pools.



Closed — I wonder why! If public health leaves something to be desired, contact your municipality or the ministère de l'Environnement.

Authorization for Certain Projects

Whenever there is a risk that a project will noticeably change the quality of the environment (establishment and enlargement of new industries, construction and expansion of power plants, installation of new transmission lines, construction or widening of roads, spraying of pesticides, certain underwater work), that project must be preceded by an environmental impact study, and receive prior authorization.

Where to apply?

For any information on the carrying out of major projects which might noticeably alter the quality of the environment, contact the

— **Ministère de l'Environnement**
Direction des évaluations
environnementales
2360, chemin Sainte-Foy
Sainte-Foy (Québec)
G1V 4H2
(418) 643-7547

Applying for Permits

If you have plans for a quarry, a sandpit or a small business, you must apply to the ministère de l'Environnement for a permit. Contact a regional branch of the department and explain your project briefly.

The Bureau d'audiences publiques sur l'environnement

This organization falls directly under the authority of the Minister of the Environment, and is entrusted with investigating, and holding hearings into, all matters which the Minister may submit to it.

Although the Bureau can investigate any matter related to the environment (except cases of pollution), it mainly deals with projects subject to regulations and whose impact on the environment must be studied: erection of a dam, diversion of a river, construction of a harbour, a road, a marshalling yard, an airport, expansion of that airport, construction of an electric power plant or of an electric power transmission line of 315 kV or more.

Once the Bureau d'audiences publiques begins a study, it sees to it that the people understand that study. To this end, the file on the subject is make available to the public for at least 45 days by the Bureau.

Applying for a Hearing

Environment is not all flora and fauna. It is also community socio-economic life, public health and safety, and quality of life. So if some major project which has already been the subject of an environmental impact study is in danger of harming the quality of your regional environment — whether natural, social or cultural — you may ask the Minister of the Environment to hold a public hearing. Your request must be submitted, however, within the 45-day period during which the impact study is made available for consultation by the Bureau d'audiences publiques. Your request must be sent directly to the office of the Minister of the Environment.

Unless you have submitted a frivolous request, the Minister will ask the Bureau to hold a public hearing.

Hearings are held within the region concerned by the project.

Once the hearing is completed, the Bureau d'audiences publiques will report on its findings to the Minister of the Environment.

The Bureau's report will be made public within 60 days after it is submitted to the Minister.

To know more

If you would like additional information on the activities of the Bureau d'audiences publiques sur l'environnement, or if you want to consult some of the documentation (reports, by-laws, etc.) which the Bureau makes available, or again if you would like a copy of those documents, apply to the

— **Bureau d'audiences publiques**
sur l'environnement
2360, chemin Sainte-Foy
Sainte-Foy (Québec)
G1V 4H2
(418) 643-7447

or

— **5199, rue Sherbrooke Est**
Bureau 2881
Montréal (Québec)
H1T 3X1
(514) 873-7790

The Conseil consultatif de l'environnement

This body differs from the Bureau in that it does not deal with special projects or projects which require permits. Still, it is free to hold public consultations.

If you or a group of citizens are concerned about some matter of environment policy (recovery and recycling, for instance, protection of shoreline or preservation of green spaces), you can complain directly to the Conseil consultatif de l'environnement.

As soon as the Conseil receives your request, it will meet with you. If it deems you request acceptable, it will undertake the necessary studies and submit an opinion to the Minister of the Environment. The notice will be made public 60 days after it is sent to the Minister.

For information

For additional information on the Conseil consultatif de l'environnement, contact:

— **Le Secrétaire**
Conseil consultatif
de l'environnement
1020, rue Saint-Augustin
Édifice D, 3ᵉ étage
Québec (Québec)
G1R 5J1
(418) 643-3818

Regional Branches of the Ministère de l'Environnement

— ***Bas-Saint-Laurent — Gaspésie — Îles-de-la-Madeleine***
337, rue Moreau
Rimouski (Québec)
G5L 1P4
(418) 722-3511

— ***Saguenay — Lac-Saint-Jean***
3950, boul. Harvey, 2ᵉ étage
Jonquière (Québec)
G7X 8L6
(418) 542-3565

— ***Québec***
917, avenue
Monseigneur-Grandin
Sainte-Foy (Québec)
G1V 3X8
(418) 643-7677

— ***Mauricie — Bois-Francs***
100, rue Laviolette
Trois-Rivières (Québec)
G9A 5S9
(819) 373-7341

— ***Estrie***
209, rue Belvédère Nord
Sherbrooke (Québec)
J1H 4A7
(819) 566-5882

— ***Montréal***
5199, rue Sherbrooke Est
Bureau 3860
Montréal (Québec)
H1T 3X9
(514) 253-3333

— ***Outaouais***
170, rue Hôtel-de-Ville,
8e étage
Édifice Jos-Montferrand
Bureau 8100
Hull (Québec) J8X 4C2
(819) 770-0004

— ***Abitibi-Témiscamingue***
180, boulevard Rideau,
2e étage
Noranda (Québec)
J9X 1N9
(819) 762-6551

— ***Côte-Nord***
818, boul. Laure, 1er étage
Bureau 102
Sept-Îles (Québec)
G4R 1Y8
(418) 962-3378

— ***Nouveau-Québec***
Case postale 390
Radisson (Québec)
J0Y 2X0
(01) 638-8495

Publications

Code	Title	Price
3299-5	La protection des boisés et des espaces naturel en milieu urbain 1978, XXIII — 240 p., bibl., 22 cm	$8.50
4638-3	Environment Quality Act R.S.Q. 1977, c. Q-2 1979, 83 p., 24 cm	$1.50
13536-8	An Act respecting ecological reserves R.S.Q. 1977, c. R-26 1981, 6 p., 24 cm	$0.50

Chapter 15

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Language

French has been Québec's official language since August 26, 1977. It was granted that status by the Charter of the French Language, which proclaims French not only the language of government but also the normal and customary language of work, teaching, communications, trade and business.

Enforcement of the Charter has been entrusted to the Office de la langue française.

To be noted is the fact that the Charter does not apply on Amerindian reserves.

Basic Language Rights

Under the Charter, the people of Québec possess the following basic language rights:

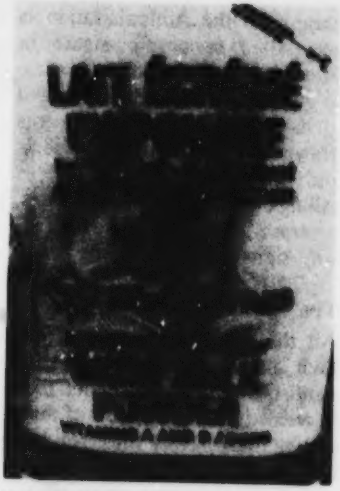
— the right to require the Administration, the health services, the social services, public utility firms, professional orders, employee associations, and various business enterprises operating in Québec to communicate with them in French;

— the right to express themselves in French at meetings;

— the right to work in French;

— as consumers, the right to receive information and to be served in French;

— and, finally, the right to receive instruction in French.



Under the Charter of the French language, consumers in Québec have the right to be informed and served in French.

Obligations of the Administration and the Social Groups

In order that the people's language rights be respected, the Charter of the French Language has imposed certain obligations on the Administration and various social groups.

The Administration

The Administration is the government and its various departments. It also includes government agencies, municipal and school bodies, and health services and social services.

Under the Charter of the French Language, the Administration is compelled to communicate in French with all corporate bodies, to give itself a French name, and to have its texts and documents drawn up in French. These texts and documents include notices calling meetings, agendas, minutes, contracts, public notices and highway signs.

The Professional Orders

All the professional orders, and their members (doctors, lawyers, dentists, etc.), must render their services in French. Each of these orders must have a French name, and must communicate with its members in that language. Finally, any professional who wishes to practise must have a knowledge of French related to the profession in question.

Business Enterprises

Every firm doing business in Québec must provide services in French to the people of Québec. In other words, all these firms must function in French. And, if a firm has 50 employees or more, it must set up a specific program which will allow it to become francized as quickly as possible.

On the Job

Every person working in Québec has the right to do his job in French. He also has the right to insist that forms for job applications, job offers or promotion be prepared in French.

Communications from employers, unions or employee associations must also be in French, as must collective agreements and the documents accompanying them.

Finally, no one may be dismissed, fired, demoted or transferred because he does not speak French. Nor may you be required to speak a language other than French to obtain a job or a new position. If this were to happen, your employer would have to prove that it was necessary for you to know that other language.

Recourse

If ever your employer were to dismiss you, fire you, demote you, transfer you or refuse you a job or a position because you do not know French, you may lodge a grievance, provided you are governed by a collective agreement. If you are not, you may claim your rights before an investigating commissioner appointed under the Labour Code, as is done in the case of dismissal for union activities.

The Charter and the Consumer

Have you ever bought an appliance at the store, brought it home, got out the operating instructions, and found that there's not a word in your own language? Or, after a trip to the grocery store, you wanted to check just what ingredients went into that dessert you bought, but you found not a word of your own language on the label?

The Charter of the French Language has abolished these problems for French-speaking people in Québec: every consumer has the right to insist that all information on any goods or services be provided in French.

In other words, there must be French on the products and on the labels. Directions for use, warranties, menus, wine lists, catalogues, folders, pamphlets and similar documents must also be written in French, as must contracts, order slips, invoices and receipts.

Under the Charter, another language may be used as well, but French must be used.

And French must be used exclusively in firm names, in advertising and on public notices.

While some regulations vary slightly in their application of these general principles, in all cases the use of French is compulsory, and Francophones may rest assured that they will receive information and services in their own language.

To know more

If you need more information about the Charter of the French Language or about your basic language rights, contact the Direction des communications of the Office de la langue française at:

— **800, place Victoria**
Montréal (Québec)
H4Z 1G8
(514) 873-6565

The Commission de surveillance de la langue française

This is the agency entrusted with making sure the Charter of the French Language is obeyed. The Commission does its job by way of investigations. It can take action at the request of one person, of a group of people or of the Office de la langue française, or on its own if it has reason to believe that some firm is acting contrary to the Charter.

Asking for an Investigation

If you feel that your basic language rights have been infringed, or if you have been witness to an offence against the Charter of the French Language, you may ask the Commission de surveillance to investigate.

Your request must be made in writing, and you must send along any information you can, establishing the reasons for your request. You must also identify yourself, though your identity will remain confidential. The Commission may reveal no one's identity without express authorization from the person concerned.

The Commission can help you prepare your request, by providing you with the appropriate application form. You can obtain this form from the Commission's Service des communications (see address below).

Once you have drawn up your request, mail it to the following address:

— **Commission de surveillance de la langue française**
Case postale 68
Tour de la Bourse
Montréal (Québec)
H4Z 1A8

Once your request has been received, it will be studied, and you will be advised as to what steps will be taken to settle the problem or to remedy the situation.

For information

Should you need an application form or require additional information, write to the Commission's Service des communications (address above) or call (514) 873-5439.

Communications

Radio-Québec, "Television with a Difference".

Radio-Québec was set up by the government in 1968 to provide educational, cultural and regional television service.

Educational and Cultural TV

You probably know all about "television with a difference". You know, for instance, that its programming promotes the cultural heritage and encourages information, education and freedom of expression. Radio-Québec's programs are centred around three major themes: general culture, public affairs, and services and society.

During its regular season, Radio-Québec broadcasts from 10:00 a.m. to 10:30 p.m. or 11:00 p.m. weekdays, from 5:00 p.m. to 10:30 p.m. Saturdays and from 3:00 p.m. to 11:00 p.m. Sundays. Almost every region of Québec (88% of the population) can pick up its programs, on the following channels:

- Montréal (channel 17);
- Québec City (channel 15);
- Hull (channel 30);
- Chapeau (channel 23);
- Rouyn-Noranda (channel 22);
- Val d'Or (channel 12);

- Trois-Rivières (channel 45);
- Rimouski (channel 22);
- Sherbrooke (channel 24);
- Sept-Îles (channel 9);
- Baie-Trinité (channel 12);
- Chicoutimi (channel 8).

On "the cable", Radio-Québec is broadcast on Channel 8.

Regional TV

After consulting the public in 1975, Radio-Québec began regionalizing its activities in answer to some of the needs expressed. Nine regional offices were set up, whose purpose is to produce programs especially suited to the needs and expectations of various segments of the population. These offices are at Val-d'Or (Abitibi-Témiscamingue), Rimouski (Bas-Saint-Laurent), Trois-Rivières (Centre du Québec), Sept-Îles (Côte-Nord), Sherbrooke (Estrie), Saint-Omer de Bonaventure (Gaspésie — Îles-de-la-Madeleine), Hull (Outaouais), Québec City (Québec) and Alma (Saguenay — Lac Saint-Jean).

Whom should you contact?

If you have comments to make on Radio-Québec, or if you want further information, contact

— Radio-Québec
800, rue Fullum
Montréal (Québec)
H2K 3L7
(514) 521-2424 (if from the Montréal area)
1-800-361-4361 (toll-free, if from elsewhere in Québec)

The Régie des services publics

Before broadcasting any educational programs, Radio-Québec must first submit them to the Régie des services publics, which alone has power to decide whether they are in fact educational.

The Régie des services publics also issues orders respecting Radio-Québec. Copies of these are available from the Régie's secretariat:

— 2875, boul. Laurier
Bureau 1200
Sainte-Foy (Québec)
G1V 2M2
(418) 643-5560

Complaints

If you ever have serious doubts as to the educational value of a program presented as "educational" by your TV network, you can complain to the Régie des services publics. Contact the address given above.

Programs of Assistance to the Media

Assistance to Community Media

The program of assistance to community media is for community television, radio and the written press. Not just financial assistance is provided; the media can also obtain advice and expert technical opinions. An organization wishing to benefit from this program must show a willingness to finance itself, must encourage local participation and must contribute to local cultural development.

Assistance to Native Media

Assistance is also made available to Native communications firms and to the Native associations which are developing means of communication in their areas.

Where to apply?

For more information on these programs, contact the

— **Ministère des Communications
Direction des programmes
1283, boul. Charest Ouest
Québec (Québec)
G1N 2C9
(418) 643-1965**

Cinema

The Institut québécois du cinéma

This organization exists to advise the Minister of Cultural Affairs on the preparation of cinema policy, and to see that this policy is applied.

The Institut also sets standards for identifying films as having been created in Québec, and helps establish technical standards for the cinema industry.

Finally, the Institut québécois du cinéma decides on the objectives of the Société générale du cinéma.

For information:

— **Institut québécois du cinéma
Service de l'information
335, boul. de Maisonneuve Est
Montréal (Québec)
H2X 1K1
(514) 844-1954
1-800-361-5688**

The Société générale du cinéma

This organization decides which Québec films may qualify for financial assistance.

This financial assistance with which the Société provides the private sector is not just for making films and producing them, but also for distributing and showing them outside Québec, developing technical industries, presenting Québec films at various festivals, and other activities.

"14 and over" — but who decides? The Régie du cinéma classifies films according to classes of viewers.

The Société also provides financial assistance for training, research, development and innovation in the field of the cinema.

The Société is a very recent newcomer — it was only created on June 23, 1983 — so when we went to press, we had no address for it.

The Régie du cinéma

Everyone enjoys a night at the movies. But have you ever stopped to wonder about those notices classifying the films "FOR ALL" or "14 YEARS" or "18 YEARS"? Who puts the films into those categories? Answer: the Régie du cinéma, which since June 23, 1983, has replaced the Bureau de surveillance du cinéma.

This organization views every film to be shown in Québec. Once it has determined that a film will not be detrimental to "public order and good morals", the Régie classifies that film in one of the categories mentioned above.

In all democratic countries, films are classified according to classes of spectators. There is a two-fold objective here: to permit free circulation of films for adults, and to ensure something which is indispensable: the protection of young people.

No one may show a film unless a stamp indicating that film's classification has been placed on the copy of that film.

The Régie du cinéma also issues, renews, suspends or revokes exhibitors' or distributors' licences and issues filming permits.

Finally, the Régie supervises and controls the sale, rent, lending and exchange of video material.

For Information

If you want additional information on the Régie du cinema, apply to the

— **Régie du cinéma**
360, rue McGill
Montréal (Québec)
H2Y 2E9
(514) 873-2371

The Arts and Culture

The ministère des Affaires culturelles

The ministère des Affaires culturelles makes it possible for every Quebecer to have easy access to culture and to take a continuous part in cultural activities. The department's staff sees to it that there are cultural activities in every region, and keeps the people up to date on cultural matters. The department also acts as a link between various areas of cultural creativity and production, and in the dissemination of culture across Québec.

Our Libraries

Our Public Libraries

In municipalities with 4 000 inhabitants or more, the ministère des Affaires culturelles has set up programs to assist the creation and development of libraries which are not affiliated with any central lending library.

Of 160 municipalities, 132 now have their own independent libraries.

For information...

If you want to know more about these assistance programs, apply to the Direction régionale of the ministère des Affaires culturelles (see list of addresses of regional branches at the end of the chapter on the arts and culture).

Our Central Lending Libraries (B.C.P.)

To assist the development of public library services in municipalities with fewer than 5 000 inhabitants, the ministère des Affaires culturelles has set up a network of 11 central lending libraries (B.C.P.), which it subsidizes.

The central lending libraries keep collections of books, records, films and other cultural property, which are circulated among the libraries of some 700 municipalities now affiliated wish them.

The central libraries are regional bodies and also provide technical and professional services to those who use them.

For information...

Apply directly to your regional central lending library.

List of Addresses of Central Lending Libraries

B.C.P. Abitibi-Témiscamingue
— C.P. 1266
Noranda (Québec)
J9X 5W9
(819) 762-4305

B.C.P. Côte-Nord
— 405, rue Brochu
Sept-Îles (Québec)
G4R 2W9
(418) 962-1020

B.C.P. Des Portages
— 465, rue Saint-Pierre
Rivière-du-Loup (Québec)
G5R 4T6
(418) 867-1682

B.C.P. Estrie
— 4155, rue Brodeur
Sherbrooke (Québec)
J1L 1K4
(819) 565-9744

B.C.P. Gaspésie — Îles-de-la-Madeleine
— C.P. 430
31, rue des Écoliers
Cap-Chat (Québec)
G0J 1E0
(418) 786-5597

B.C.P. Laurentides
— 48, rue Préfontaine Est
Sainte-Agathe-des-Monts
(Québec)
J8C 3A3
(819) 326-6440

B.C.P. Mauricie
— 3125, rue Girard
Trois-Rivières (Québec)
G8Z 2M4
(819) 375-9623

B.C.P. Outaouais
— C.P. 3000
221, chemin Freeman
Hull (Québec)
J8Z 1V7
(819) 771-7345

B.C.P. Région de Québec
— 3022, chemin Sainte-Foy
Sainte-Foy (Québec)
G1X 1P6
(418) 658-4423

B.C.P. Région Sud de Montréal
— 275, rue Conrad-Pelletier
Laprairie (Québec)
J5R 4V1
(514) 659-9119

B.C.P. Saguenay-Lac-Saint-Jean
— 100, rue Price Ouest
Alma (Québec)
G8B 4S1
(418) 662-6425

The Bibliothèque nationale du Québec

Do you know it?

This is a library which collects and preserves everything produced and printed in Québec, and makes it available to the public. At the Bibliothèque nationale, current publications share the shelves with old books and documents. The Bibliothèque nationale also makes every effort to collect publications on Québec.

Legal deposit

This imposes a legal obligation on the publisher, printer, distributor or author of every work to give two copies of each of their publications to the Bibliothèque nationale free of charge.

Services

The Bibliothèque nationale occupies three buildings in Montréal.

In the main building (1700, rue Saint-Denis) there is a reading room and a 460-seat auditorium. The reading room contains general collections and reference works. Collections of government publications, magazines and newspapers may be perused at the Annexe Aegidius-Fauteux (4499, rue de L'Esplanade); at the Édifice Marie-Claire Daveluy (125, Sherbrooke Ouest), Various services are provided, and here are stored the special collections of rare, old, precious books, maps, and documents on music.

Books and documents at the Bibliothèque nationale may be consulted on the spot. Librarians are available to help you, and you can even consult them by phone or by mail. If you have some research to do, there is a computerized information service at your disposal.

Documents in the library's collections may be reproduced on payment of a fee.

But that is not all!

The Bibliothèque nationale du Québec, more specifically its Salle Saint-Sulpice, is the site of exhibitions, conferences, symposia, launchings, concerts and shows. If you are interested in such activities, a schedule of events can be obtained from the Service de l'animation.

Finally, if you use the Bibliothèque nationale, you may take advantage of the monthly guided tours of the main building.

For Information...

Hours at the Bibliothèque nationale differ according to buildings and seasons. If you do need information, you may obtain it from the

— **Bibliothèque nationale du Québec**
1700, rue Saint-Denis
Montréal (Québec)
H2X 3K6
(514) 873-4553

The Archives nationales du Québec

This institution is specialized in the acquisition, preservation and development of Quebec's archival heritage. In addition, it deals with documents owned by individuals and organizations to promote respect of this national heritage, and to maintain it.

The head office of the Archives is on the Université Laval campus.

The Network

Now that the Archives' services have been regionalized, you can have access to documents regardless of where you live. Regional centres have been set up in Montréal, Hull, Sherbrooke, Rouyn-Noranda, Trois-Rivières, Chicoutimi, Sept-Îles and Rimouski.

At the head office of the Archives and at each regional centre you will find well-equipped premises and various services; a library specialized in history and genealogy, and various instruments of research such as guides, genealogical cards, and inventories of archival collections; much of this is on microfilm.

And the archivists can help you with your work.

For more information...

Apply to your regional archive centre.

Regional Archive Centres

Centre d'archives de la capitale
— Pavillon Casault, portes 1 et 2
1210, avenue du Séminaire
Sainte-Foy (Québec)
G1V 4N1
(418) 643-2167

Centre régional d'archives de Montréal
— 100, rue Notre-Dame Est
Montréal (Québec)
H2C 1C1
(514) 873-3064

Centre régional d'archives de la Mauricie-Bois-Francs
— 225, rue des Forges
bureau 208
Trois-Rivières (Québec)
G9A 2G7
(819) 379-8253

Centre régional d'archives du Saguenay-Lac-Saint-Jean
— 555, rue Bégin
Chicoutimi (Québec)
G7N 4N7
(418) 549-8886

Centre régional d'archives de l'Outaouais
— 170, rue Hôtel-de-ville
Hull (Québec)
J8X 4C2
(819) 777-2900

Centre régional d'archives du Bas Saint-Laurent-Gaspésie
— 162, rue Lavoie
Rimouski (Québec)
G5L 5Y7
(418) 722-3500

Centre régional d'archives de l'Abitibi-Témiscamingue
— 200, 9^e rue
Noranda (Québec)
J9X 2B9
(819) 762-4484

Centre régional d'archives de l'Estrie
— 740, rue Galt Ouest
Sherbrooke (Québec)
J1H 1Z3
(819) 566-2881

Centre régional d'archives de la Côte-Nord
— 649, boul. Laure
Sept-Îles (Québec)
G4R 1X8
(418) 962-3434

Our Heritage

Among its many activities, the ministère des Affaires culturelles is responsible for identifying, preserving and developing our heritage.

Classification and Recognition

Under the Cultural Property Act, the Minister of Cultural Affairs is empowered to grant special legal status to archeological or historical property (an old building, for instance a work of art, or an interesting site). The Minister classifies or recognizes property whose preservation is in the public interest.

Steps to take

That old house you have just bought: surely, you feel, it is worthy of special status. And how about the historical building just down the road? If you are really interested, you can apply to the ministère des Affaires culturelles for a notice of classification or recognition.

When you make your application, you must explain why you are doing so, and, if the property involved is immoveable (land or a building), explain how you intend to use it.

Your request will be received by the Direction générale du réseau. It will be given a preliminary study during which the following factors will be taken into account: the property's historic significance, its intrinsic and didactic value, its context and the interest of the surrounding area.

If your application is considered, a more detailed study will be made to precisely determine the property's interest from a heritage point of view. Once this study has been completed, the Direction générale du réseau will recommend classification or recognition. A notice of intent will then be sent to the owner of the property, who will have thirty days in which to make any objections or submit any recommendations. These are submitted to the Commission des biens culturels, and this Commission will then

Heritage conservation: you can play a part. If you know some location or property of historical interest, you can ask the ministère des Affaires culturelles to have it classified or recognized.

advise the Minister of Cultural Affairs as to whether or not the property should be granted legal status. The decision as to whether or not the cultural property should be classified or recognized rests with the Minister.

The owner of property which has been CLASSIFIED cannot sell that property, destroy it, alter it, allow it to deteriorate, repair, restore or change it without authorization from the Minister of Cultural Affairs.

The owner of property which has been RECOGNIZED must give the Minister 60 days' notice before selling it or beginning restoration work.

Historic Districts and Natural Districts

If a territory, a municipality or part of a municipality contains a certain number of historic monuments or sites, the government may declare that territory, municipality or part of a municipality a HISTORIC DISTRICT, provided the Minister of Cultural Affairs or the Commission des biens culturels makes a recommendation to this effect. Similarly, the government may declare all or part of a municipality or territory a NATURAL DISTRICT if it is sufficiently interesting from the point of view of esthetics or legends.

No area is ever classified a historic or natural district until groups and people of the area concerned have shown decided interest in the protection and development of their territory.

For more information...

To learn more about the procedure involved in classifying or recognizing property, contact the department's regional branch or the

— **Commission des biens culturels**
5, rue Champlain
Québec (Québec)
G1K 4H6
(418) 643-8378

Financial Assistance

Contributions

If the building you own has been classified by the Minister of Cultural Affairs or is located in a historic or a natural district, you are entitled to financial assistance from the ministère des Affaires culturelles.

You can receive this assistance for renovation or restoration work on your property, provided the work you do respects the building's historical character.

The amount you receive will be calculated according to a percentage of the cost of the work allowed (stone work, exterior covering, doors and windows).

Whether or not you qualify for financial assistance, you must obtain a permit from the department's regional branch before beginning any work.

If you own cultural property which has been classified, but do not operate that property for commercial purposes, you may be exempted from part of your property tax, but not more than half the value entered on the municipal assessment roll.

Heritage grants

Under an annual program, grants are provided for development of our heritage. This program is directed to heritage preservation groups, cultural councils, citizen committees, band councils and recreational bodies which seek to define and develop local heritage and make it known. The program comprises four segments: studies and inventories; knowledge dissemination; use of heritage property; and Native heritage.

Where to apply?

Any organization interested in submitting a project for the heritage grants program may obtain information from a regional branch of the ministère des Affaires culturelles. The deadline for submitting projects is April 1.

Grants to municipalities

This program is for municipalities, urban communities, regional county municipalities, county councils and all non-profit organizations mandated by municipalities.

Under this program, the department can work with municipalities which seek to protect their heritage and develop it. The department can collaborate in projects (making known the heritage, studies, town planning, archeology, architecture, interpretation and dissemination) and this collaboration will vary in scope according to the nature of the project, importance of property to the heritage, and the size of the municipality.

For more information...

For additional information on the program of grants to municipalities, apply to the regional branch of the department.

Grants for heritage preservation and development

Municipalities and local and regional bodies which wish to protect and develop their heritage may obtain grants for specific work (research, restoration, training of staff, activities, providing knowledge, etc.). These municipalities or bodies need only apply to the department's regional branch (see list further on in the text).

Technical Assistance

Besides being involved in financial assistance programs, the regional branches also provide advice in such areas as architecture and development of heritage property.

Paul and Jane have bought an old house and are getting ready to restore it. Before taking the plunge, however, they want to be sure about what they are doing. For the necessary technical assistance, they must apply to the regional branch.

Down the street, a group of people wants to draw up a program for the use of an old building and, across the way, a company is making plans for extensive renovations to yet another building. The regional branch can help both these groups as well.

The regional branch can also be of assistance to individuals and groups seeking to do historic research or to analyse the architecture of buildings.

Archeology

Every individual or organization interested in doing archeological work must obtain a permit from the Minister of Cultural Affairs.

And every person or body which holds such a permit must submit a progress report to the Minister. These restrictions are necessary if destruction and misuse of archeological property are to be avoided.

Where to apply?

Applications for permits to do archeological work must be sent to the regional branch of the department.

Department Property Open to the Public

A number of Québec's historic buildings and sites belong to the ministère des Affaires culturelles. This department works closely with local organizations in drawing up activity programs which will allow the public to become better acquainted with the many facets of our heritage: workshops, exhibitions, entertainment, guided tours, and the like. The following is a list of historic locations, classified according to regions:

Est du Québec

Anse-aux-Griffons
Manoir LeBoutillier
Workshops, exhibitions, entertainment, film shows, coffee.

Rimouski-Est
Maison Lamontagne
707, boulevard du Rivage
Architectural interpretation centre, guided tours, exhibitions, films.

Québec City
Île aux Coudres
Interpretation of the Desgagnés mills.

Chateau-Richer
Moulin du Petit-Pré
Interpretation of the Côte de Beaupré.

Montmagny
Manoir Couillard-Dupuis
Exhibitions, entertainment, sale of handicrafts.

Québec City
Place Royale
Children's workshops, historical entertainment, guided tours, exhibitions, history interpretation centre, reception service, sociocultural centre.

Saint-Joachim
Centre d'initiation au patrimoine
800, chemin du Cap
Classes on heritage for students in Secondary 2 and 4.

Saint-Pierre, Île d'orléans
Church, museum, exhibition centre, sale of handicrafts.

Sillery
Maison des Jésuites
2320, chemin des Foulons
Exhibitions, folk events.

Mauricie-Bois-Francs
Arthabaska
Musée Laurier
16, boul. Laurier
Exhibitions, concerts,

Nicolet

Maison Rodolphe-Duguay
195, rang Saint-Alexis
Visits, exhibitions, painting workshops.

Montréal
Berthierville

Chapelle Cuthbert
Route 138
Exhibitions, concerts, guided tours.

Île-Perrot

Pointe-du-Moulin
Reception centre; introduction to the heritage, guided tours, relevant activities, picnic grounds, café-terrasse, exhibitions.

Lacolle

Blockhaus
Exhibition on local history.

Terrebonne

Île des Moulins
Centre for the study of Terrebonne regional history, guided tours, historic activities, entertainment.

Côte-Nord
Pointe-des-Monts

Old lighthouse: exhibitions, guided tours, restaurant.

Arts and crafts

Two sure signs of the approach of the Christmas holidays are the Salon des métiers d'art in Montréal and the Salon des artisans in Québec City. Perhaps you have visited one, or both. What you might not know, however, is that these exhibitions are subsidized, at least in part, by the ministère des Affaires culturelles.

The department also carries out a number of other projects submitted to it, and subsidizes various training centres and regional corporations of craftspeople.

For information...

If you need further information, you may apply to the regional branch of the ministère des Affaires culturelles.

The craftsman: link between traditional crafts and today's creative talent. The Québec government believes in this link, and supports our craftspeople.

Integration of the Arts with Architecture and with the Environment of Government Buildings

Every department and body whose budget is voted by the National Assembly, and some other agencies as well, must set aside part of its budget toward integrating works of art into the architecture and environment of government buildings. The works of art involved must be by Québec artists. This program applies to enlargement, construction and renovation work costing in excess of $150 000.

Eligibility requirements

If you are a professional artist, craftsperson or designer and have been domiciled in Québec for at least a year, and if you are working in one or more disciplines in the visual arts (tapestry, sculpture, stained glass, photography, painting, engraving, and so on) you can qualify for the program, provided you are registered in the information bank at the ministère des Affaires culturelles. To register, you need only fill out the form prepared for the purpose and provide two copies of a slide of ten of your works.

Do you want to know more?

For further information, contact a regional branch of the department, or the

Works of art don't just belong in museums and galleries. Government departments and bodies devote par of their budgets to bringing sculptures and paintings out into the open.

— **Ministère des Affaires culturelles**
Direction de l'intégration des arts et du cadre de vie
225, Grande-Allée Est
Québec (Québec)
G1R 5G5
(418) 643-1678

Assistance for Creative Work

Are you a professional creative artist? Or do you perhaps work in the performing arts, the literary field, the visual arts or handicrafts? If so, you may be qualified for financial aid under the assistance for creative work program. This program is intended to allow beneficiaries to carry out creative projects, or to hone their skills, with a view to contributing toward the enrichment of their professional work and development of their discipline.

There are two segments to the program:

- Québec bursaries for recognized creative artists and performers;
- Support for creative work, which allows professionals in creative and performing arts to explore their activity sectors further.

Each year there is a competition. The winner may work for a year in one of Québec's Paris or New York studios, which are available to Québec artists who wish to do some creative work or perfect their skills outside Québec.

Also, every year, two recognized Québec artists working in the visual arts are given the chance to exhibit their recent works in the galleries of the Québec delegations in Paris and New York.

This is made possible by the ministère des Affaires culturelles in collaboration with the ministère des Affaires intergouvernementales.

To know more

If you want further information on the program of assistance for creative work (Québec bursaries, Paris and New York studios, galleries in the delegations), contact the

— **Ministère des Affaires culturelles**
Direction des programmes
225, Grande-Allée est
Québec (Québec)
G1R 5G5
(418) 643-8900

For information on support for creative work, contact your regional branch.

The Musée du Québec

Now here's a well-known institution! Located on the Plains of Abraham in Québec City, this museum contains collections of paintings, sculptures, drawings and etchings, silver and gold, and decorative arts: collections of ancient, modern and contemporary art. These collections trace the evolution of Québec art from the seventeenth century to the present. As a rule, three of the museum's six rooms are devoted to the exhibition of collections. The gallery of the ground floor shows collections of gold and silver, and of small statuary.

A number of temporary exhibitions are also held at the Musée each year. The museum also tries to keep abreast of all the major artistic trends, and is equipped to handle travelling exhibitions. Assisted in its work by "Les Amis du Musée" and a team of volunteers, the Musée du Québec is waiting to welcome you to a variety of artistic and educational productions: the Concerts Couperin, dance shows, concerts of modern music, conferences, films, meetings with artists, performances, symposia and similar activities.

Services

A number of services are also available:

- a library and documentation centre;
- training sessions for students of art history;
- workshops for creative artists;
- guided tours of the exhibition halls;
- postcards, exhibition catalogues, books on art and reproductions of paintings in the permanent collection (sold at moderate prices).

All the museum's activities are free of charge, as is admission.

Hours

- Every day from 9:15 a.m. to 4:45 p.m.
- Wednesdays to 11:00 p.m.

The Galerie du Musée

This is located at 24, rue Champlain in Place Royale. Every month it offers exhibitions on research and experimentation in modern art.

This art gallery's calendar has been prepared in such a way as to encourage exchanges between creative artists and to stimulate your own interest in various aspects of modern art. Accordingly, it also provides for multidisciplinary activities: kaffeeclatches, concerts, round-table discussions and the like.

Hours

- ***October 1 to June 1***
  Tuesdays to Sundays: 9:00 a.m. to 5:00 p.m.; Wednesdays to 11:00 p.m.
- ***June 1 to October 1***
  Tuesdays to Sundays: 9:00 a.m. to 6:00 p.m.

The Galerie is closed on Mondays

The Maison Chevalier

If you have not visited this historic building in Place Royale, you should do so as soon as possible. There is much here of architectural interest.

Regular exhibitions are presented on certain aspects of the way of life in Québec, and on its environment. Through these exhibitions, which generally last about three months, you will become acquainted with the wealth of Québec's ethnographic collections and, through the historical objects, you will trace the evolution of Québec society.

Hours

October 1 to June 1
— Tuesdays to Sundays: 10:00 a.m. to 5:00 p.m.
June 1 to October 1
— every day: 9:00 a.m. to 6:00 p.m.

The Musée d'art contemporain

This government-operated museum is located at Montreal's Cité-du-Havre. Here are shown exhibitions of modern art, from Québec and abroad. Perhaps you are not aware of the services provided by this museum:

The Service d'animation et d'éducation provides guides for groups who wish to make tours. If these groups are centred within a radius of 50 kilometres, they can also make free use of a special bus service, although places must be reserved at least eight days in advance.

The Service des expositions itinérantes distributes exhibitions for museums, exhibition centres and teaching establishments.

In the museum's library you will find some 5 000 books, 6 000 catalogues, about a hundred periodicals and over 2 000 files on artists, artistic movements, galleries and museums. All these works, however, must be consulted on the spot. Teachers and speakers may borrow audio-visual material, which is mainly composed of slides.

The library's doors are open Tuesday to Friday from 10:00 a.m. to 5:00 p.m., and Saturday and Sunday from noon to 6:00 p.m.

At the counter, you may buy slides, posters, postcards, catalogues and other publications on modern art.

Admission to the Musée is free of charge. Its doors are open from Tuesday to Sunday inclusive from 10:00 a.m. to 6:00 p.m. and on Thursday from 10:00 a.m. to 10:00 p.m. Telephone: (514) 873-2878.

If you decide to take your car, drive along Université street to the Bonaventure Freeway and take the first exit off the Freeway (Cité-du-Havre). If you decide on public transit, take Bus No. 167, which leaves from the McGill and Bonaventure Métro stations.

Private Museums and Exhibition Centres

The Direction générale des musées is responsible for promoting, supporting and developing museums and exhibition centres across Québec.

Financial Assistance

The Direction générale des musées provides financial assistance to museums and exhibition centres which meet the standards set by the ministère des Affaires culturelles.

For more information...

If you want to know more about this financial assistance, contact the

— **Ministère des Affaires culturelles**
Direction générale des musées
225, Grande-Allée est
Québec (Québec)
G1R 5G5
(418) 643-6413

The Network

A range of cultural activities is offered by the museums and private exhibition centres: exhibitions, guided tours, conferences, films, crafts workshops and theatre. There are museums and centres of this kind in all regions of Québec: the Musée maritime Bernier, for instance, the Musée amérindien de Pointe-Bleue, the Musée regional de Gaspé and the Musée du séminaire de Sherbrooke.

The same objectives are common to all these establishments: to ensure preservation of our cultural heritage, to develop various collections, and to become places of cultural interest.

Our Music Conservatories

There are seven music conservatories in Québec, all of which provide specialized instruction to students looking towards a professional career in music. These conservatories are in Rimouski, Chicoutimi, Québec City, Trois-Rivières, Montréal, Hull and Val d'Or.

Eligibility requirements and study programs are the same for all the establishments, so a student can engage in advanced musical studies without having to leave his own region.

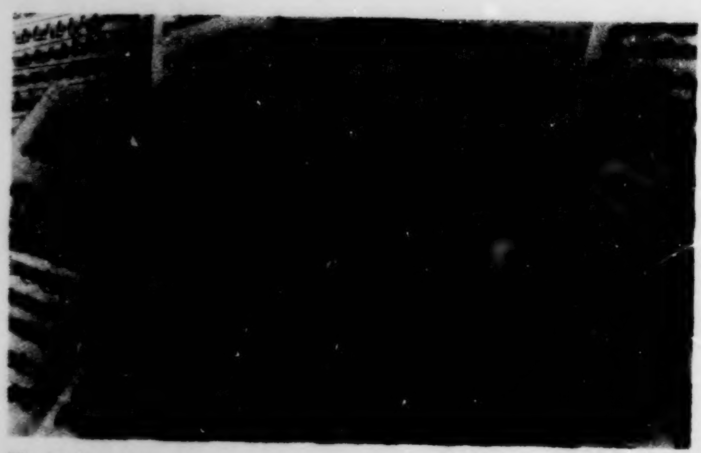
Admission to Competitions

If you are interested in music and would like to be admitted to a music conservatory, you will have to enter a competition for admission. For a school year beginning in September, competitions are generally held in the previous March, April or May.

You can apply for a competition at any time by contacting the secretarial department of the Conservatory.

Deadlines for registration for the current year are published in the newspapers.

To be admitted to a competition, a student must have had previous



Memo to all musicians: every spring the Conservatoire de musique holds competitions for admission to following academic year.

musical training. The regulations also set age limits, which will vary according to disciplines.

Disciplines Taught

All seven musical conservatories provide complete training in a number of disciplines, and each conservatory lays particular stress on certain specific instruments. For admission, contact your regional conservatory.

Duration of Studies

How long you study will depend on the discipline you are taking, and the level at which you were when you were admitted to the Conservatory.

Tuition Fees

No tuition or registration fees are required.

Loans and Bursaries

Beginning at the college level, students in conservatories can qualify for loans and bursaries from the ministère de l'Éducation (see the chapter on Education).

For information

If you would like to know more, contact the;

Conservatoire de musique de Rimouski
— 22, rue Sainte-Marie
Rimouski
G5L 4E2
Tel.: (418) 722-3706

Conservatoire de musique de Trois-Rivières
— 587, rue Radisson
Trois-Rivières
G9A 2C8
Tel.: (819) 375-7748

Conservatoire de musique de Hull
— 279, boul. Alexandre-Taché
Hull
J9A 1L8
Tel.: (819) 771-3283

Conservatoire de musique de Chicoutimi
— 520, rue Jacques-Cartier Est
Chicoutimi
G7H 1Z5
Tel.: (418) 549-9560

Conservatoire de musique de Québec
— 270, rue Saint-Amable
Québec
G1R 5G1
Tel.: (418) 643-2190

Conservatoire de musique de Montréal
— 100, rue Notre-Dame Est
Montréal
H2Y 1C1
Tel.: (514) 873-5818

Conservatoire de musique de Val d'Or
— 1220, 7^e rue
Val d'Or
J9P 3R7
Tel.: (819) 549-3585

Conservatories of Dramatic Art

In Québec City

The Conservatoire d'art dramatique de Québec provides complete training for those of Thesbian bent. There are two disciplines on the program: acting (essentially, the training of professional actors), and scenography, which can lead to a career as a set designer, wardrobe master or mistress, makeup artist, lighting engineer and so on.

The training you receive will prepare you for international repertory, Québec theatre and group creativity.

In Montréal

If you would rather study in Montréal, the Conservatoire d'art dramatique de Montréal has an equally full training program, which includes courses and productions directed toward radio and television.

Training is geared essentially toward acting, from the point of view of performance and of creativity.

Duration

Whether an actor studies in Québec City or in Montréal, his training takes three years.

Tuition Fees

No tuition fees are required, and you can qualify for loans and bursaries from the ministère de l'Éducation (see the chapter on Education).

Eligibility Requirements

These can vary according to the option selected.

If your option is acting (at both the Québec City and the Montréal conservatories), you must:

— be a Canadian citizen or possess immigrant status;

— have resided in Québec for three consecutive years;

— hold a DEC (diplôme d'études collégiales);

— be between 18 and 24 years of age the day classes begin.

From street clown to hero of a Greek tragedy; from lighting technician to make-up artist: the Conservatoire d'art dramatique provides three-year training in theatrical trades.

If your option is scenography (Québec City conservatory only), you must:

— meet all the conditions required of candidates for acting;

— have taken an elementary course in plastic arts or graphic arts;

— be under 30.

Registration Date

Québec City conservatory

You may register at the Conservatoire d'art dramatique de Québec at any time. First selections, however, are generally made in May, and if you wish to be selected at this time, you must register by April 30.

Montréal conservatory

You may register at the Conservatoire d'art dramatique de Montréal at any time. The deadline for the school year beginning in September will be published in the newspapers.

Assistance Programs

The ministère des Affaires culturelles subsidizes a number of organizations: schools of music and the dance, theatre groups, music camps, groups of artists working in literature or in environmental arts.

If you wish to know more about these subsidies, contact the department's regional branch.

In addition, through its program of assistance for cultural facilities, the department can maintain or develop a network of places suitable for the practice of cultural activities.

Finally, the department also offers programs of financial and technical assistance for specialized groups: bookstores, publishers, professional actors, archivists, museum workers and the like.

For more information on these various assistance programs, pick up a copy of the folder entitled "Recueil des programmes d'aide et de subventions du ministère des Affaires culturelles". You will find it in any of the department's offices.

Regional Branches of the ministère des Affaires culturelles

There are ten of these regional branches, scattered across Québec. Each represents the department in its own region. Primarily, each branch encourages the people in its region to take charge of that region's culture, in such matters as heritage, art and literature and cultural facilities; they also set regional priorities.

The Regional Branches of the ministère des Affaires culturelles

Direction régionale de l'Est-du-Québec
— **Ministère des Affaires culturelles**
337, rue Moreault
bureau S-15
Rimouski (Québec)
G5L 1P4
(418) 722-3650

Direction régionale du Saguenay — Lac-Saint-Jean
— **Ministère des Affaires culturelles**
522, rue Jacques-Cartier Est
Chicoutimi (Québec)
G7H 1Z5
(418) 549-9535

Direction régionale de Québec
— **Ministère des Affaires culturelles**
225, Grande Allée Est
Québec (Québec)
G1R 4E4
(418) 643-4594

Direction régionale de la Mauricie — Bois-Francs
— **Ministère des Affaires culturelles**
100, rue Laviolette
Trois-Rivières (Québec)
G9A 5S9
(819) 374-6205

Direction régionale de l'Estrie
— **Ministère des Affaires culturelles**
740, rue Galt Ouest
bureau 305
Sherbrooke (Québec)
J1H 1Z3
(819) 565-1753

Direction régionale de Montréal
— **Ministère des Affaires culturelles**
222, boulevard Saint-Laurent
Montréal (Québec)
H2Y 2Y3
(514) 873-2255

Direction régionale de l'Outaouais
— **Ministère des Affaires culturelles**
170, rue Hôtel-de-Ville
6e étage
Édifice Jos-Montferrand
Hull (Québec)
J8X 4C2
(819) 770-2118

Direction régionale de l'Abitibi-Témiscamingue
— **Ministère des Affaires culturelles**
1, 9e Rue
Noranda (Québec)
J9X 2B1
(819) 762-6517

The Cultural Communities

Services to Associations and Organizations for Immigrants

The ministère des Communautés culturelles et de l'Immigration has assistance programs through which it provides technical, professional and financial support to associations and organizations which welcome immigrants and help them adapt.

This assistance can be for:

- service programs (financial contributions for the operation of organizations which provide services in welcoming immigrants and helping them adapt or become assimilated);
- the organization of events (financial contributions toward the organization and carrying out of events relating to immigrant adaptation);
- teaching of ethnic languages (financial assistance for organizations which provide young immigrants with courses in their native language and culture).

Services to Cultural Community Organizations

The ministère des Communautés culturelles et de l'Immigration also provides technical, professional and financial help for organizations which work toward the maintenance, development and promotion of culture, and cultural sharing and exchanges. This assistance can be for:

- the teaching of ethnic languages (assistance for organizations providing young members of the cultural communities with lessons in their native language and culture);
- projects and activities intended to help members of the cultural communities to become better assimilated into Québec society;
- cultural community centres;
- development of the cultural community media;
- finally, for new and experimental projects to ensure that the cultural communities develop fully and take their part in Québec life.

For more information

If you wish to know more about all these assistance programs, contact the:

— **Ministère des
Communautés culturelles
et de l'Immigration
Service des relations avec
les groupes
355, rue McGill
Montréal (Québec)
H2Y 2E8
(514) 873-4950**

Publications

Code	Title	Price
14021-0	Charter of the French language R.S.Q. 1977, c. C-11 1981, 45 p., 24 cm	$ 2.15
13985-7	Les français régionaux: Actes du colloque 1981, 246 p., 24 cm	$ 9.95
13756-2	Pour une véritable politique linguistique 1981, 52 p., bibl., 21 cm	$ 2.00
13830-5	Les revenus et la langue au Québec (1970-1978) 1981, 176 p., tabl., 24 cm	$ 9.75
13130-0	Itinéraire toponymique du chemin du roy: Québec — Montréal 1981, 89 p., ill., cartes, 26 cm	$12.95
12219-2	Origine et formation de la toponymie de l'archipel de Mingan 1981, 165 p., cartes, 26 cm	$12.95
13109-4	Répertoire de gentilés (noms des habitants) du Québec 1981, 59 p., bibl., 21 cm	$ 1.95
4115-2	Répertoire toponymique du Québec 1979, 1199 p., 26 cm	$15.00
3996-6	Québec vu par satellite Carte couleurs de photographies aériennes, 35 × 40 cm (8% tax)	$ 2.50
1757-4	Vocabulaire de la radio et de la télévision 1973, 17 p., 22 cm	$ 0.50
	Le répertoire des médias québécois (2^e édition, 1982)	

Code	Title	Price
1078-5	À la découverte du passé 1971, 52 p., ill., 18 cm	$ 1.95
3408-2	Les armuriers de la Nouvelle-France 1978, 159 p., ill., bibl., 18 cm	$ 3.50
3154-2	L'art du Québec au lendemain de la conquête (1760-1790) 1977, 141 p., ill., n. et coul., 21 cm	$ 3.00
3853-9	Arthur Tremblay, forgeron de village 1978, 184 p., ill., 18 cm	$ 3.50
4394-3	Les artisans traditionnels de l'est du Québec 1979, 391 p., ill. n. et coul., bibl., 28 cm	$ 8.00
12861-1	Bibliographie de l'artisanat québécois 1981, 195 p., 21 cm	$ 7.95
4411-5	Boucherville: Répertoire d'architecture traditionnelle 1979, 287 p., ill., bibl., 21 cm	$ 7.00
4737-3	Mémoires d'un simple missionnaire, le père Joseph-Étienne Guimard, o.m.i. 1980, 244 p., ill., 18 cm	$ 4.50
3421-5	Musée du Québec 1978, 151 p., ill., n. et coul., 27 cm	$25.00
2674-0	Neuville, architecture traditionnelle 1976, 296 p., ill., cartes, 28 cm	$ 4.00
2143-5	Notre-Dame des Victoires à la Place Royale de Québec 1974, 118 p., ill., plans, bibl., 18 cm	$ 3.50
2905-8	Nos moulins à vent Reproductions of 20 aquarelles by Gill Plasse 40 × 35 cm (8% tax)	$15.95

Code	Title	Price
3214-4	Nos vieux manoirs Reproductions of 20 aquarelles by Gill Plasse 40 × 35 cm (8% tax)	$15.95
4731-6	Les nunamiut, inuit au coeur des terres 1980, 166 p., ill., 18 cm	$ 3.50
13435-3	Les oeuvres d'art des Travaux publics et de l'Approvisionnement ou la politique du un pour cent 1981, 200 p., ill., n. et coul., 27 cm	$35.00
12803-3	Le patrimoine architectural du Pontiac 1981, 127 p., ill., n. et coul., 22 cm	$14.95
12192-1	La plaine côtière de Bellechasse 1981, 2^e^ éd., 38 p., ill., 22 cm	$ 2.50
2582-5	Pointe-aux-Buissons, station 02 1975, 290 p., ill., tabl., graph., 28 cm	$ 4.00
3381-1	Cultural Development Policy for Québec 1978, 2 vols, 481 p., 18 cm	$ 2.00
3413-2	La prison des plaines d'Abraham 1978, 14 p., ill., 22 cm	$ 2.50
4363-8	Rodolphe Duguay 1891-1973 Catalogue: Musée du Québec 1979, 200 p., ill. n. et coul., bibi., 23 cm	$ 5.50
12172-3	Sur la scène et dans la coulisse 1981, 286 p., ill., 18 cm	$ 4.95
2897-7	Tapisserie 1977, 179 p., ill., n. et coul., bibl., 25 cm	$16.50
13136-7	Témoins de la vie musicale en Nouvelle-France 1981, 74 p., ill., 21 cm	$ 5.95

Code	Title	Price
3801-8	Trois-Rivières disparue ou presque 1978, 189 p., ill., 20 cm	$ 8.95
2527-0	America's French Heritage 1975, 160 p., ill., n. et coul., 24 cm	$ 5.25
13138-3	La vallée du Richelieu: Introduction à l'histoire du patrimoine 1981, 82 p., ill., bibl., cartes, 23 cm	$ 2.95
3405-8	Les vieux murs témoignent 1978. 102 p., ill., bibl., 18 cm	$ 3.50
11048-6	Dictionnaire biographique des Bretons en Nouvelle-France 1600-1765	$ 7.75
2983-5	Un disciple de Saint-Crépin: René Simard, artisan-cordonnier 1977, 144 p., ill., bibl., 18 cm	$ 1.50
3414-0	L'église et l'enclos paroissial de Saint-Mathias de Rouville 1978, 21 p., ill., 22 cm	$ 2.50
1081-9	Les églises de Charlesbourg et l'architecture religieuse du Québec 1972, 132 p., ill., 18 cm	$ 3.50
3379-5	Les églises du Québec (1660-1850) 1978, 298 p., ill., graph., 20 cm	$10.95
3412-4	Les églises et les trésors de Berthierville 1978, 22 p., ill., 22 cm	$ 2.50
4423-0	L'estampe 1979, 307 p., ill., n. et coul., bibl., 25 cm	$24.95
3969-3	L'Île des moulins 1979, 63 p., ill., n. et coul. 28 cm	$ 3.00
4142-6	Les industries culturelles: Rapport 1979, 210 p., 24 cm	$ 3.25

Code	Title	Price
13842-0	Jean-Paul Riopelle: Peinture 1946-1977 1981, 6 p., ill., n. et coul., 30 cm	$10.00
10462-0	To give Talent Its Due 1980, 129 p., 20 cm	$ 3.00
12980-9	Culsural Property Act R.S.Q. 1977, c. B-4 1981, 22 p., 24 cm	$ 1.05
3785-3	La maison Maizerets, le Château Bellevue 1978, 120 p., ill., graph., 18 cm	$ 3.50
3347-2	Les maîtres-potiers du bourg Saint-Denis (1785 à 1888) 1978, 180 p., ill., n. et coul., bibl., 28 cm	$ 4.00
14140-8	Le manoir de Tonnacour 1981, 44 p., ill., bibl., 22 cm	$ 2.50
2816-7	Manoirs du Québec 1976, 224 p., ill., 20 cm	$ 7.95
376-0	Les bronzes d'Alfred Laliberté Collection du Musée du Québec 1978, 217 p., ill., 23 cm	$ 5.95
052-8	La chapelle des Cuthbert 1979, 30 p., ill., 22 cm	$ 2.50
898-5	Céramique 1977, 157 p., ill., n. et coul., bibl., 25 cm	$16.50
535-2	Collection Maurice Proulx Catalogue d'archives de films 1978, 58 p., ill., index, 24 cm	$ 2.50
083-5	Comment restaurer une maison traditionnelle 1973, 144 p., ill., 18 cm	$ 3.50

Code	Title	Price
797-1	Le drapeau québécois 1978, 2^e éd., 88 p., ill., n. et coul., bibl., 24 cm	$ 4.95
	Le tissage	

Chapter 16

Information and External Relations

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Information in Québec

Government information

Information for the Public

Try to imagine some 54 000 telephones serving numerous organizations, including departments, bureaus, boards, committees and commissions, as well as tens of thousands of civil servants working in hundreds of services, and you'll have a fairly good idea of the government information network to which you have total or partial access depending on where you live.

The Communications Branches

Each government department and agency has a communications branch (Direction des communications). These branches make known the laws, regulations, services and programs within their sector of activity and ensure that they are easily available to the public. There is a civil servant in each department and agency entrusted with answering your requests for information.

Communication-Québec

To help you in your search for information on the government administration, the ministère des Communications has set up a network of 23 regional information centres, through Communication-Québec. They are scattered throughout Québec. You may contact a Communication-Québec office by phone or by going to one of the addresses listed below.

If you are required to pay long distance charges to contact your regional Communication-Québec office, dial "O" and ask "Zénith Communication-Québec". Your call will be put through free of charge.

Communication-Québec Offices

Drummondville

— 315, rue Hériot
J2B 1A6
(819) 477-7272

Gaspé

— 182, rue de la Reine
Case postale 1610
G0C 1R0
(418) 368-2550

Granby

— 77, rue Principale
J2G 9B3
(514) 375-5664

Hauterive

— Centre Manicouagan
625, boul. Laflèche, bureau 310
G5S 1C5
(418) 589-2244

Hull

— 662, boul. Saint-Joseph
J8Y 4A8
(819) 770-6910

Îles-de-la-Madeleine

— 224, route Principale
Case postale 340
Cap-aux-Meules
G0B 1B0
(418) 986-3222

Joliette

— 84, place Bourget Sud
J6E 5E7
(514) 759-6440

Jonquière

— 3950, boul. Harvey Est
G7X 8L6
(418) 547-6601

Montréal

— Complexe Desjardins
Niveau du Métro
Case postale 691
H5B 1B8
(514) 873-2111

Québec

— Mail Centre-Ville
Place Cartier
Rez-de-chaussée
740, boul. Charest Est
G1K 3J7
(418) 643-1344

— Comptoir d'accueil et de renseignements
Édifice G
Rez-de-chaussée
1035, rue De La Chevrotière
Québec
(It is impossible to reach the counter by phone; you must go there in person.)

Rimouski

— 164, rue Saint-Germain Est
G5L 1A8
(418) 722-3939

Rouyn

— 108, rue Principale
J9X 4P7
(819) 764-3241

Saint-Félicien

— 1174, boul. du Sacré-Coeur
G0W 2N0
(418) 679-0433

Saint-Georges-de-Beauce

— 130, 120e Rue Est
G5Y 2Z9
(418) 227-1122

Saint-Hyacinthe

— 1150, rue Sainte-Anne
J2S 5G9
(514) 778-1124

Saint-Jean-sur-Richelieu

— Galeries du Centre
245, rue Richelieu
J3B 6X9
(514) 346-6870

Saint-Jérôme

— 222, rue Saint-Georges
J7Z 4Z9
(514) 438-1282

Sept-Îles

— 456, rue Arnaud
G4R 3B1
(418) 968-2806

Sherbrooke

— 780, rue King Ouest
J1H 1R7
(819) 569-9311

Thetford

— 122, rue Notre-Dame Nord
G6G 2J8
(418) 338-0181

Trois-Rivières

— Place de la Mauricie
225, rue des Forges
Rez-de-chaussée
G9A 2G7
(819) 379-2636

Val d'Or

— Place du Québec
888, 3^e^ Avenue
J9P 5E6
(819) 835-3166

Valleyfield

— 50, rue Nicholson
J6T 4M8
(514) 371-9111

Information on the Native Peoples

For information on the Native peoples and on government activities among the Inuit and Indians, contact the

— Secrétariat des activités gouvernementales en milieu amérindien et inuit
875, Grande-Allée Est
Québec (Québec)
G1R 4Y8
(418) 643-3166

Government Publications

Free Publications

Government departments and agencies publish informative booklets on many subjects of public interest. These publications can be obtained from the departments which publish them or from the regional offices of Communication-Québec.

Groups and associations wanting to obtain large amounts of free documentation can send their order to their regional Communication-Québec office or to the following address:

— Direction générale de Communication-Québec
Édifice G, 14^e^ étage
Québec (Québec)
G1R 4X7
(418) 643-1434

Free information for anyone! Publications of the gouvernement du Québec on a multitude of subjects — and you don't pay a cent.

Publications for Sale

The gouvernement du Québec is a major publisher. It publishes official documents, bills, laws, regulations, white papers and the Journal des débats. Through various departments, it also publishes several administrative documents and puts out publications dealing with matters of public interest.

The Deputy Minister of Communications also acts in the capacity of Éditeur officiel du Québec. The Direction générale des publications gouvernementales of the ministère des Communications performs work which is the responsibility of the Éditeur officiel.

Bills

A text becomes law when it has been adopted by the National Assembly and sanctioned by the Lieutenant-Governor. Before being sanctioned, the text is called a bill.

Copies of bills can be obtained in the bookstores of the Éditeur officiel du Québec approximately 24 hours after they have been tabled.

Offprints of laws and regulations

Offprints are made of laws and regulations and can be obtained in the bookstores of the Éditeur officiel du Québec and at the mail order counter of the Direction générale des publications gouvernementales.

These outlets also sell corpora of the laws and regulations on a given subject (for example, education) as well as the revised statutes of Québec which include all legislation in force in Québec at the present time.

The Gazette officielle du Québec

The gouvernement du Québec makes its official decisions known through the Gazette officielle du Québec, which is published in two separate editions. The first, entitled *Avis juridiques* is published on

Saturday, while the second, entitled *Laws and Regulations*, is published in French and English at least once a week, on Wednesday.

Issues of the Gazette officielle du Québec can be bought separately in all bookstores of the Éditeur officiel du Québec or at the mail order counter of the Direction générale des publications gouvernementales.

You may also take out an annual subscription to either edition of the Gazette officielle du Québec. Correspondence regarding subscriptions should be addressed to the

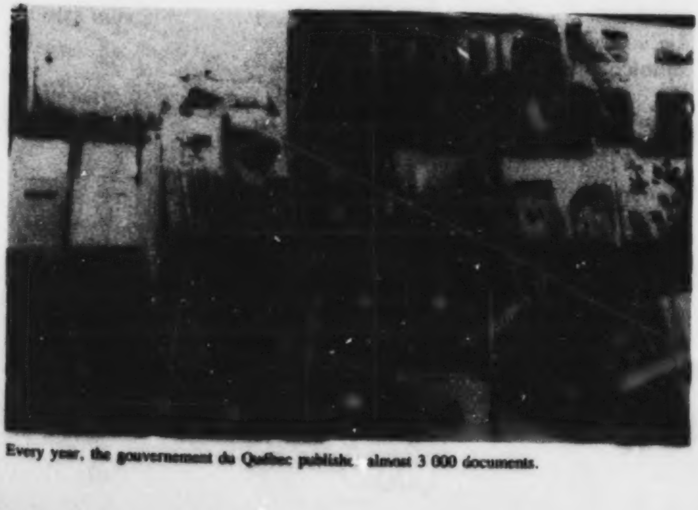
— **Gazette officielle**
Case postale 1005
Québec
G1K 7B5
(418) 643-5150

Annual Reports of Departments and Agencies

Each government department or agency must prepare an annual report on its activities. These reports can be consulted free of charge in public libraries. Certain departments or agencies may even agree to give you a free copy of their report if your request seems justified.

Monthly List of Government Publications

The gouvernement du Québec publishes nearly 3 000 documents a year. A complete list of these publications is drawn up periodically and distributed to public libraries at no cost. On the basis of the information provided on the list, you will be able to learn which



Every year, the gouvernement du Québec publishes almost 3 000 documents.

government agency or department publishes the document and how you may go about obtaining a copy or consulting one free.

Québec Government Periodicals

The department and agencies of the gouvernement du Québec publish some 30 periodicals whose printing and method of distribution vary. Most of these periodicals can be consulted in public libraries or in universities. For further information, please contact the officer in charge of periodicals in the department or agency which published the document.

Here is a list of a few of the periodicals published by the departments and agencies of the gouvernement du Québec. The titles listed here have been chosen primarily on the basis of the number of copies sold.

Title	Department or agency	Number of issues per year
Ateliers	Affaires culturelles	6
Bulletin de la Bibliothèque nationale	Affaires culturelles	4
La nouvelle revue municipalité	Affaires municipales	12
Carrefour des Affaires sociales	Affaires sociales	4
OPHQ	Office des personnes handicapées	12
Rencontre	Conseil exécutif	4
La Gazette des femmes	Conseil du statut de la femme	10
Développement Québec	Office de la planification et de développement du Québec	10

Title	Department or agency	Number of issues per year
Vie pédagogique	Éducation	5
La francisation en marche	Office de la langue française	4
Bulletin d'information	Fonction publique	4
Québec économique —National edition	Industrie, Commerce et Tourisme	8
Québec économique —International edition	Industrie, Commerce	4
Justice	Justice	6
Droits et libertés	Justice	12
Loisirs mieux	Loisir, Chasse et Pêche	10
Kino-nouvelles	Loisir, Chasse et Pêche	6
Québec Tax News	Revenu	12
Sécurité-Transport	Transports et Approvisionnement	6
Le marché du travail	Travail, Main-d'oeuvre et Sécurité du revenu	10
Le journal du travail	Travail, Main-d'oeuvre et Sécurité du revenu	10

Free Consultation of Publications

With a few exceptions, all publications of the gouvernement du Québec can be consulted free of charge in the libraries and documentation centres of the various government departments and agencies. Copies are also available for consultation in some of Québec's university and public libraries.

Users of libraries in other types of institutions, such as Cegeps, can have access to government publications through the interlibrary loan service of the institution they attend.

For information on access to government publications, contact the Communication-Québec office closest to where you live, or the

- **Ministère des Communications**
  Bibliothèque administrative
  Programme de dépôt des publications
  1037, rue De La Chevrotière
  Québec (Québec)
  G1R 4Y7
  (418) 643-9927

Where are the Publications Sold?

Publications of the gouvernement du Québec are sold at the mail order counter. Simply send your VISA or MASTER CARD number, or a cheque or money order made out to Les Publications du Québec to the following address:

- **Ministère des Communications**
  Diffusion des publications
  Case postale 1005
  Québec (Québec)
  G1K 7B5

The publications can also be bought at the bookstores of the Éditeur officiel located at the following addresses:

- **Montréal**
  Complexe Desjardins
  Niveau de la Promenade
  (514) 873-6101
- **Hull**
  662, boul. Saint-Joseph
  (819) 770-0111
- **Sainte-Foy**
  Place Sainte-Foy
  (418) 651-4202
- **Québec City**
  Édifice G
  Rez-de-chaussée
  (418) 643-3895

In Trois-Rivières and Chicoutimi, publications of the gouvernement du Québec can be bought at the following bookstores:

- **Trois-Rivières**
  Librairie Multi-Service
  Carrefour Trois-Rivières
  4520, boul. Royal
  (819) 378-1525
- **Chicoutimi**
  Librairie Régionale inc.
  461, rue Racine Est
  (418) 549-7135

Copyright

It is prohibited to reproduce in whole or in part any publications of the gouvernement du Québec without its express permission. If you would like to obtain such authorization, contact the

- **Responsable de la gestion des droits d'auteurs**
  Direction générale des publications gouvernementales
  Direction de l'édition
  1283, boul. Charest Ouest
  Québec (Québec)
  G1N 2C9

Render unto Caesar… copyright regulations forbid free reproduction of government publications.

Audio-visual Material

Government departments and agencies produce audio-visual material which is used for many purposes. A special branch of the ministère des Communication collects, lends and sells this material and also looks after the publicity for it. For information, you may contact the

- **Direction de la diffusion de documents audiovisuels**
  600, rue Fullum, 7e étage
  Montréal (Québec)
  H2K 4L1
  (514) 873-2234

or

- **1601, boul. Hamel Ouest**
  Rez-de-chaussée 47
  Québec (Québec)
  G1N 3Y7
  (418) 643-5168

Access to Statistical Information

Within the gouvernement du Québec, the Bureau de la statistique du Québec is the agency responsible for collecting and making accessible all the statistical information available on Québec.

Publications

The Bureau de la statistique publishes several socioeconomic works dealing with demography, agriculture, the public sector, manpower

One picture worth a thousand words. The Québec government has audiovisual material on every subject imaginable. You can get it if you ask.

and labour, Québec's international exports, and so on. The Bureau de la statistique also publishes the *Annuaire du Québec* and the magazine *Statistiques*.

Documentation

At the Bureau de la statistique du Québec, you have access to a very complete collection of statistical material on Québec. In addition to its own publications, the Bureau also has collections consisting of documents from the federal government, other Canadian provinces, international agencies and socio-economic data banks.

Information

The Bureau de la statistique allows several clients, including the business sector, access to their Centre d'information et de documentation (CID). This centre helps to put users in contact with the various producers of statistical data, whether they be the Bureau de la statistique or not.

The Bureau also answers all requests for statistical information. Simply write, phone or visit their Montréal or Québec City offices at the following locations:

- **117, rue Saint-André**
  Québec (Québec)
  G1K 3Y3
  (418) 643-5116
- **1410, rue Stanley, 7e étage**
  Montréal (Québec)
  H3A 1P8
  (514) 873-4722

If your request requires specific treatment, you will be sent to the appropriate department.

Municipal Information

Council Meetings

You may attend all the council meetings of your municipality regardless of whether they are regular or special ones. You can take advantage of question periods to have specific points clarified. These periods can be regulated by the municipality; for example, cities or towns with more than 20 councillors can request that questions be submitted in writing.

Minutes

You can consult the minutes of the council meetings of your municipality as well as any documents attached to those minutes. You may also examine the resolutions and by-laws which have been adopted and obtain copies of draft by-laws if they are not to be read in public.

Municipal Archives

Access to municipal information is not only limited to the right to attend council meetings. You are also entitled to consult all documents making up the municipal archives: minute books, resolutions and by-laws, account books and expense vouchers, the development plan, the assessment role, the collection roll, and so on.

By paying the fee fixed by the council, you may also obtain copies of any document in the archives.

If you live in a city or town, you may also take out a subscription entitling you to receive various notices, minutes and by-laws by mail.

Information Which Must be Provided

In some cases, the municipal council is required to keep its population informed by way of public notices, documents and public meetings.

Public notices

Every municipality must publish notices announcing when a particular by-law is to come into force, or when the assessment role is to be submitted. A public notice should also be given to indicate when the council will be sitting to consider and adopt the budget. Notices are always published in the same manner.

In municipalities governed by the Municipal Code, these notices are posted in two places: at the office of the municipality or on the door of a Roman Catholic church. In cities and towns, they are posted in the office of the municipality and published in a newapaper circulated in the municipality.

However, some notices must always be published in a newspaper, regardless of the municipality publishing them. These notices concern dates for the submission of the assessment role, proposed salary increases for the elected representatives exceeding what is provided for by law, and calls for tender in the case of most contracts involving amounts of $25 000 or more.

Information documents

In addition, every municipality must distribute certain documents free of charge to every address within its jurisdiction. However, it may also decide to publish the same documents in a newspaper circulated in the municipality to replace or complete this door-to-door service.

Once a year, you will receive a report from the Mayor on the municipality's financial position and, a few weeks later, the budget which has been adopted, or a document explaining it. From time to time, you will also receive a summary of the development plan which your municipality would like to adopt and, later, a summary of the plan which has actually been adopted.

Public information meetings

Before any municipality adopts or changes its development plan, it must hold public information meetings. Such meetings must also be held, if enough voters so request, when the division of the electoral districts is to be studied, or the development scheme proposed by the regional county municipality is to be discussed.

Access to Information

In democratic societies, it is essential that citizens have access to documents held by public bodies; it is also essential for citizens that the personal information gathered on them by such agencies remain confidential yet, at the same time, available for their consultation.

Since June 22, 1983, these basic principles have been recognized by a law: the Act respecting access to documents held by public bodies and the protection of personal information (Bill 65).

Timetable for the Implementation of the Act

Not all the provisions of Bill 65 have come into force yet. Those provisions recognizing the citizen's right to access to documents and to the protection of personal information and those determining the means to be placed at the disposal of citizens in order that they may exercise these rights will come into force no later than October 1, 1983, following a timetable set up by the government.

Access to Documents

Anyone who so requests is entitled to have access to the documents held by public bodies.

More than 5 000 public bodies are subject to this law:

- the National Assembly, government departments and agencies;
- municipal and school bodies;
- health services and social services establishments.

How to request information

Request for information may be made in writing or orally. Simply contact the person in charge of access to documents within the organization concerned.

Time limit

The person in charge of access to documents must answer your request within 20 days. He may allow you to consult the documents at the place where they are held or send you copies of them. He may also deny you access to certain information, but he must indicate the provisions of the Act on which the denial is based.

Restrictions

The Act provides for certain restrictions to the right of access to documents held by public bodies. These restrictions affect seven main types of information: that respecting inter-governmental relations, negotiations between public bodies, the economy, the administration of justice, public security, administrative or political decisions, and that held by the Auditor-General.

In some cases, organizations cannot disclose certain types of information, such as industrial secrets or police investigations. In other cases, 5, 10, 15 or 25 years must have passed before the information can be disclosed. For example, 25 years must have elapsed before access is granted to documents of the Conseil exécutif and the Conseil du trésor; similarly reports on the sittings of the board of directors of an organization may not be disclosed for 15 years.

Protection of Personal Information

Public bodies often accumulate information on your private life. For example, every time you make use of a public service, you are required to supply personal information on your age, place of residence, marital status, income, and so on.

Since the adoption of Bill 65, any information held by a public body which might reveal the identity of a person must be kept confidential.

From now on, the confidentiality of personal information will be guarenteed by a series of measures affecting the collection, keeping and use of such information. In addition, strict rules will govern the transfer of information from one public body to another. Public bodies may no longer collect personal information allowing your identification without telling you to what use it will be put and which people will be authorized to use it. Moreover, this information must be entered in a well identified file.

You will be entitled to consult files containing information on you and to request that any errors appearing on them be corrected.

Requesting access

If you want to have access to information concerning you, or would like to correct certain errors, you should make a request in writing. Address your request to the person in charge of protecting personal information within the organization concerned.

The person in charge will answer your request no later than 20 days after receiving it.

The Commission d'accès à l'information

The Commission d'accès à l'information sees to the enforcement of the Act respecting access to documents held by public bodies and the protection of personal information. The Commission has very wide powers to ensure that the Act is respected.

If, for instance, an organization refuses to disclose the information you have resquested, you may appeal to the Commission d'accès à l'information. This body is empowered to make investigations and, if it considers such action appropriate, to even oblige the organization to disclose the information. The decisions of the Commission are final and may not be appealed.

The Commission also receives suggestions and recommendations regarding access to information and may in turn make appropriate recommendations to the National Assembly.

Further information

For further information on Bill 65, contact the:

— **Commission d'accès à**
l'information
900, place d'Youville
7ᵉ étage
Québec (Québec)
(418) 643-5544

or the

— **Ministère des**
Communications
Direction des
communications
1037, rue De La
Chevrotière
Édifice G rez-de-chaussée
Québec (Québec)
G1R 4Y7
(418) 643-1529

Québec on the World Scene

More than ever, Quebecers must open out to the world, take an interest in other countries and increase their relations with them, particularly in the economic and cultural spheres.

Québec has concluded a number of intergovernmental agreements respecting student, teacher and researcher exchanges as well as economic, scientific and technical cooperation. As a result, Québec's external relations now affect all fields, and have increasingly important repercussions which are bound to stimulate development within its own territory.

Quebec's presence on the world scene and that of other countries in our national arena has done a great deal to develop our economy, spread our culture and increase the well-being of our population.

The ministère des Affaires intergouvernementales

In the gouvernement du Québec, the ministère des Affaires intergouvernementales is the department which represents Québec's interests abroad and which coordinates the external activites of departments which play an international role: for example, the ministère du Commerce extérieur, the ministère de l'Industrie, du Commerce et du Tourisme, the ministère des Affaires culturelles, the ministère des Communautés culturelles et de l'Immigration, the ministère des Affaires sociales, the ministère du Travail, and so on.

The ministère des Affaires intergouvernementales is responsible for elaborating and carrying out cooperation programs in collaboration with other departments. If you are interested in international exchange programs, the ministère des Affaires intergouvernementales offers assignments and training sessions in several countries and in a variety of fields: communications, development, territorial management, international development, culture,

Québec's development is closely linked to its presence abroad. Within the government, the ministère des Affaires intergouvernementales watches over that presence.

education, economy, forestry and the hotel trade.

The Direction des communications produces documents intended to provide you with information on the policies, programs and activities of the ministère des Affaires intergouvernementales. It also answers your requests for information.

The ministère des Affaires intergouvernementales has representatives on four continents and in 15 countries. Twenty-five Québec government offices and houses are located in the major cities of countries representing important markets. A list of these offices and houses appears at the end of this chapter.

External staff

The main officials in the Québec government offices and houses are:

- the agent-general or representative
  He is the official representative of the gouvernement du Québec;
- the economic advisor
  He promotes Québec products, and makes known the businesses and services offered by Québec;
- the cultural affairs advisor
  His efforts are directed toward spreading Québec's culture and cultural products;
- the tourism advisor
  He makes the touristic potential of Québec known;
- the immigration advisor
  He selects immigration candidates on the basis of the economic, demographic and cultural needs of Québec society;
- the communications advisor
  His task is to make Québec known to the media and to all sectors liable to take an interest in its development.

Québec Government Offices and Houses

The Québec economy absorbs foreign capital. Our businesses are interested in new techniques from other countries. In addition, 40 percent of Québec's products are intended for export.

To develop our economy, we must not only encourage investment from within Québec, but must also stimulate the interest of foreign investors. We must obtain contracts for projects from other countries and increase the number of tourists visiting Québec. These efforts will stimulate the growth of Québec's business sector and allow the creation of jobs in many parts of the economy.

To achieve these objectives, various means of action must be employed in collaboration with other departments in Québec, Canada, and in the government offices and houses abroad. The advisors will be entrusted with this task and will employ such means as:

- offering individual financial aid;
- organizing missions to survey and develop markets;
- organizing missions to Québec for potential investors;
- providing assistance for participation in fairs and exhibitions abroad;
- organizing introductory courses and seminars on export techniques;
- carrying out tourism promotion programs intended for organizers of conferences and tours;
- recruiting immigrant investors.

In cases of emergency

In cases of emergency, Québec citizens may contact representatives of the gouvernement du Québec abroad. If, for example, you suddenly become ill or must communicate urgently with Québec, do not hesitate to contact the closest Québec government house or office.

Whom to contact

For further information on Québec's external relations and its government houses and offices abroad, contact the:

— **Ministère des Affaires**
intergouvernementales
Direction des
communications
Case postale 17 500
Québec (Québec)
G1K 7X2
(418) 643-3044

List of Québec Government Offices and Houses
North America

— *Alberta*
Bureau du Québec
Highfield Place Building
10010-106th Street, 10th floor
Edmonton (Alberta)
T5J 3L8
Tel: (403) 423-6651
Telex: 037-42811
(GOVT QUE EDM)

— *New Brunswick*
Bureau du Québec
Place l'Assomption
770 Main Street
Moncton (New Brunswick)
E1C 1E7
Tel: (506) 382-7851
Telex: 014-2168
(GOUVQUE MCTN)

— *Ontario*
Bureau du Québec
20 Queen Street West
Suite 1004, Box 13
Toronto (Ontario)
M5H 3S3
Tel: (416) 977-6060
Telex: 06-22071
(GOVTQUE TOR)

— *California*
Délégation du Québec
700 South Flower Street
Suite 1520
Los Angeles, California
90017 U.S.A.
Tel: (213) 689-4861
Telex: 0067-7620
(QUELA LSA)

— *Georgia*
Délégation du Québec
Peachtree Center Tower
Suite 1501
230 Peachtree Street N.W.
Atlanta, Georgia
30303 U.S.A.
Tel: (404) 581-0488
Telex: 0054-2689
(GOV QUE ATL)

— *Illinois*
Délégation du Québec
35 East Wacker Drive
Suite 2052
Chicago, Illinois
60601 U.S.A.
Tel: (312) 726-0681
Telex: 0025-4339
(QUEBEC GOV CGO)

— *Louisiana*
Délégation du Québec
P.O. Box 4011
303, rue Vermilon Ouest
Lafayette, Louisiana
70502 U.S.A.
Tel: (318) 232-8080
Telex: 0058-6684
(QUEBEC GOV LFY)

— *Massachusetts*
Délégation du Québec
100 Franklin Street
4th floor
Boston, Mass.
02110 U.S.A.
Tel: (617) 426-2660
Telex: 0094-0683
(QUEBEC BSN)

— *New York*
Délégation générale du Québec
17 West 50th Street
Rockefeller Center
New York, N.Y.
10020 U.S.A.
Tel: (212) 397-0200
Telex: 0012-6405
(QUEBECGOVT NYK)

— *Texas*
Bureau du Québec
World Trade Center
Space 100
2050 Stemmons Freeway
P.O. BOX 581038
Dallas, Texas
75258 U.S.A.
Tel: (214) 742-6095
Telex: 0073-0055
(QUETEX DAL)

— *Washington, D.C.*
Bureau du Tourisme du Québec
1300 19th Street N.W.
Suite 220
Washington, D.C.
20036
U.S.A.
Tel: (202) 659-8990
Telex: 0089-2731
(QUEBECGOVT WSH)

Latin America

— *Argentina*
Service d'immigration du Québec
Casilla de Correo 1598
Buenos Aires
Argentina
Tel: 01-329081
Telex: 33-121383
(121383 ARCANAD)

— *Haïti*
Délégation du Québec
13, rue Baussan
B.P. 2243
Port-au-Prince
Haïti
Tel: 5-3102
Telex: 203-3490280
(DELGPAP)

— *Mexico*
Délégation générale du Québec
Avenida Taine 411
Colonia Bosques de Chapultepec
11580 Mexico D.F.
Mexico
Tel: 250-8208
Telex: 22-1776443
(DELQME)

— *Venezuela*
Délégation du Québec
Edificio Aba 4e étage
Apartado 2736
Caraxas 1010A
Venezuela
Tel: 011582-913831
Telex: 31-23491
(23491 ORIVE VE)

Asia

— *Hong Kong*
Bureau d'immigration du Québec
14th floor
Asian House
1, Hennessy Road
20264 Hennessy Road Post Office
Hong Kong
Tel: 283-861
Telex: 802-73391 (DOMCAN)

— *Japan*
Délégation du Québec
Sanno Grand Building
Suite 1501
14-2 Nagata-cho-2-Chome
Chiyoda-Ku
Tokyo
Japan
Tel: 581-4618
Telex: 72-23842
(J23842 TOKEBEC)

Europe and Africa

— *Belgium*
Délégation générale du Québec
Avenue des Arts 46
1040, Brussels
Belgium
Tel: 512-0036
Telex: 46-25276 (QUEBRU B)

— *Côte-d'Ivoire*
Bureau du Québec
B.P. 4104
Abidjan 01
Côte-d'Ivoire
Tel: 32-20-09
Telex: 983-593
(DOMCAN ABIDJAN)

— *France*
Délégation générale du Québec
66, rue Pergolèse
75116 Paris
France
Tel: 502-1410
Telex: 42-620401
(DELEBEC PARIS)

Services culturels
117, rue du Bac
75007 Paris
France
Tel: 222-5060

— *Italy*
Délégation du Québec
Via Piccinni no 2
20131 Milano
Italia
Tel: (02) 208-204
Telex: 43-334163
(QUEBEMI-I)

Service d'immigration du Québec
30 Via Zara
Roma
Italia
Tel: 844-0158
Telex: 43-610056 (DOMCAN)

— *Portugal*
Service d'immigration du Québec
14-5 Praça Marquiz de Pombal
Lisbon
Portugal
Tel: 53-70-38
Telex: 404-12377 (DOMCAN)

— *Federal Republic of Germany*
Délégation du Québec
Königsallee 30
Kö-Center
4 Düsseldorf
Germany
Tel: 0211-32-0816
Telex: 41-8587659 (QUED D)

— *United Kingdom*
Délégation générale du Québec
59-60 Pall Mall
London SWIY 5JH
United Kingdom
Tel: 01-930-8314
Telex: 51-261618 (QUELON)

Publications

Code	Title	Price
12524-5	L'édition au Québec de 1960 à 1967 1981, 229 p., tab., 18 cm	$ 5.50
13131-8	Information et liberté (Rapport Paré) 1981, 225 p., 23 cm	$ 4.95
14368-5	Annuaire du Québec 1979-1980 1981, 1012 p., ill., 25 cm, hardback.	$ 24.95

Les Carnets du Québec
I Les délégations du Québec… une action concrète

Le développement culturel au Québec
(French and Spanish)

Québec on the World Scene… Now More Essential Than Ever (English, French, Greek, Italian, Portuguese, Spanish)

Entente en matière de sécurité sociale Québec-France
(information)

Québec in Ontario

La coopération et les relations franco-québécoises — Bilan 1982-1983

Cahier de presse Québec-France
Visite officielle du Premier ministre monsieur René Lévesque — June 1983

Cahier de presse Québec-Suisse
Visite officielle du Premier ministre monsieur René Lévesque — June-July 1983

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Political Life

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SOLEIL
L'ASALA menace la France de représailles
LE DEVOIR
Le Monde

Daily, the press keeps us up to date on political life at home and abroad. But do we even know how our National Assembly operates, and what its Members do?

Members of the House

Everyone knows that each Member of the National Assembly is elected by the voters in his riding. But what do the Members actually do once they are elected?

The Role of the Members

Primarily, Members of the House debate legislation, and vote on it. They also "keep the government in line" by submitting questions (both verbally and in writing) to the various Ministers, and by studying the government's financial commitments and appropriations. Members also act as intermediaries between government and governed.

The Members of the National Assembly

(By alphabetical order of
their ridings)

Riding	Member	Telephone number
Abitibi-Est	BORDELEAU, Jean-Paul	643-9690
Abitibi-Ouest	GENDRON, François	643-7174
Anjou	JOHNSON, Pierre-Marc	643-3160
Argenteuil	RYAN, Claude	643-6603
Arthabaska	BARIL, Jacques	643-1208
Beauce-Nord	OUELLETTE, Adrien	643-8259
Beauce-Sud	MATHIEU, Hermann	643-6456
Beauharnois	LAVIGNE, Laurent	643-1279
Bellechasse	LACHANCE, Claude	643-5407
Berthier	HOUDE, Albert	643-7529
Bertrand	LAZURE, Denis	643-6964
Bonaventure	LÉVESQUE, Gérard D.	643-2743
Bourassa	LAPLANTE Patrice	643-2886
Bourget	LAURIN, Camille	643-3636
Brôme-Missisquoi	PARADIS, Pierre	643-7661
Chambly	TREMBLAY, Luc	643-5422
Champlain	GAGNON, Marcel	643-2769
Chapleau	KEHOE, John	643-7530
Charlesbourg	CÔTÉ, Marc-Yvan	643-2999
Charlevoix	MAILLOUX, Raymond	643-2779
Châteauguay	DUSSAULT, Roland	643-2858
Chauveau	BROUILLET, Raymond	643-5461
Chicoutimi	BÉDARD, Marc-André	643-4210
Chomedey	BACON, Lise	643-7553
Crémazie	TARDIF, Guy	643-3360
D'Arcy McGee	MARX, Herbert	643-3498
Deux-Montagnes	DE BELLEFEUILLE, Pierre	643-2484
Dorion	LACHAPELLE, Huguette	643-5497
Drummond	CLAIR, Michel	643-6980
Dubuc	DESBIENS, Hubert	643-2737
Duplessis	PERRON, Denis	643-2446
Fabre	LEDUC, Michel	643-5517
Frontenac	GRÉGOIRE, Gilles	643-2485
Gaspé	LEMAY, Henri	643-5520
Gatineau	GRATTON, Michel	643-3405

Gouin	ROCHEFORT, Jacques	643-5594
Groulx	FALLU, Élie	643-6054
Hull	ROCHELEAU, Gilles	643-7659
Huntingdon	DUBOIS, Claude	643-2563
Iberville	BEAUSÉJOUR, Jacques	643-4019
Îles-de-la-Madeleine	LEBLANC, Denise	643-3833
Jacques Cartier	DOUGHERTY, Johan	643-7730
Jeanne-Mance	BISSONNET, Michel	643-7746
Jean-Talon	RIVEST, Jean-Claude	643-5611
Johnson	JUNEAU, Carmen	643-5621
Joliette	CHEVRETTE, Guy	643-6527
Jonquière	Position vacant; Member has resigned	
Kamouraska-Témiscouata	LÉVESQUE, Léonard	643-1358
Labelle	LÉONARD, Jacques	643-2050
L'Acadie	LAVOIE-ROUX, Thérèse B.	643-2739
Lafontaine	LÉGER, Marcel	643-1276
Lac-Saint-Jean	BRASSARD, Jacques	643-6018
La Peltrie	MAROIS, Pauline	643-9460
Laporte	BOURBEAU, André	643-7753
Laprairie	SAINT-ONGE, Jean-Pierre	643-7754
L'Assomption	PARIZEAU, Jacques	643-5270
Laurier	SIRROS, Christos	643-7818
Laval-des-Rapides	LANDRY, Bernard	643-5275
Laviolette	JOLIVET, Jean-Pierre	643-2810
Lévis	GARON, Jean	643-2525
Limoilou	GRAVEL, Raymond	643-1863
Louis-Hébert	DOYON, Réjean	643-1837
Lotbinière	BIRON, Rodrigue	643-5086
Maisonneuve	HAREL, Louise	643-5665
Marguerite-Bourgeoys	LALONDE, Fernand	643-1275
Marie-Victorin	MAROIS, Pierre	643-4810
Marquette	DAUPHIN, Claude	643-7834
Maskinongé	PICOTTE, Yvon	643-3407
Matane	BÉRUBÉ, Yves	643-5926
Matapédia	MARQUIS, Léopold	643-1395
Mégantic-Compton	BÉLANGER, Fabien	643-7640
Mercier	GODIN, Gérald	643-1850
Mille-Îles	CHAMPAGNE, Jean-Paul	643-5676
Montmagny-L'Islet	LEBLANC, Jacques	643-5685

Montmorency	RICHARD, Clément	643-2110
Mont-Royal	CIACCIA, John	643-4955
Nelligan	LINCOLN, Clifford	643-7835
Nicolet	BEAUMIER, Yves	643-2547
Notre-Dame-de-Grâce	SCOWEN, Reed	643-2760
Orford	VAILLANCOURT, Georges	643-2845
Outremont	FORTIER, Pierre C.	643-5909
Papineau	ASSAD, Mark	643-7857
Pontiac	MIDDLEMISS, Robert	643-7865
Portneuf	PAGÉ, Michel	643-2301
Prévost	DEAN, Robert	643-3814
Richelieu	MARTEL, Maurice	643-2523
Richemond	VALLIÈRE, Yvon	643-7866
Rimouski	MARCOUX, Alain	643-3177
Rivière-du-Loup	BOUCHER, Jules	643-2785
Robert-Baldwin	O'GALLAGHER, John	643-7476
Roberval	GAUTHIER, Michel	643-5707
Rosemont	PAQUETTE, Gilbert	643-5280
Rousseau	BLOUIN, René	643-5722
Rouyn-Noranda/ Témiscamingue	BARIL, Gilles	643-5753
Saguenay	MALTAIS, Ghislain	643-1359
Sainte-Anne	POLAK, Maximilien	643-7884
Saint-François	RANCOURT, Réal	643-2750
Saint-Henri	HAINS, Roma	643-7885
Saint-Hyacinthe	DUPRÉ, Maurice	643-5754
Saint-Jacques	CHAMPAGNE, Serge	643-1369
Saint-Jean	PROULX, Jérôme	643-2493
Saint-Laurent	LEDUC, Germain	643-2735
Saint-Louis	BLANK, Harry	643-2714
Sainte-Marie	BISAILLON, Guy	643-2751
Saint-Maurice	DUHAIME, Yves	643-7295
Sauvé	MORIN, Jacques-Yvan	643-3940
Shefford	PARÉ, Roger	643-5755
Sherbrooke	FRÉCHETTE, Raynald	643-2422
Taillon	LÉVESQUE, René	643-5321
Taschereau	GUAY, Richard	643-2820
Terrebonne	BLAIS, Yves	643-5771
Trois-Rivières	VAUGEOIS, Denis	643-5774
Ungava	LAFRENIÈRE, Marcel	643-5776

Vachon	PAYNE, David	643-5797
Vanier	BERTRAND, Jean-François	643-3804
Vaudreuil-Soulanges	JOHNSON, Daniel	643-7890
Verchères	CHARBONNEAU, Jean-Pierre	643-5003
Verdun	CARON, Lucien	643-2825
Viau	CUSANO, William	643-7895
Viger	MACIOCIA, Cosmo	643-7913
Vimont	RODRIGUE, Jean-Guy	643-5798
Westmount	FRENCH, Richard	643-2327

ADDRESSES OF THE MEMBERS OF THE ASSEMBLY

Name		Electoral Division	Address in Québec City	Address in the electoral division
ASSAD, Mark	L	Papineau	Hôtel du Parlement bureau 234 Québec (Québec) G1A 1A4 (418) 643-7857	561, rue Principale Buckingham (Québec) J8L 2H2 (819) 986-2667
BACON, Lise	L	Chomedey	Hôtel du Parlement bureau 234 Québec (Québec) G1A 1A4 (418) 643-7553	1130, Boul. Labelle bureau 200 Chomedey (Québec) H7V 2V5 (514) 687-7865
BARIL, Gilles	P.Q.	Rouyn-Noranda/ Témiscamingue	Hôtel du Parlement bureau 51 Québec (Québec) G1A 1A4 (418) 643-5753	34, rue Principale Rouyn (Québec) J9X 4N9 (819) 764-9457 (819) 764-9458
BARIL, Jacques	P.Q.	Arthabaska	Hôtel du Parlement bureau 44 Québec (Québec) G1A 1A4 (418) 643-1208	16, rue Perreault Victoriaville (Québec) G6P 5C6 (819) 758-7930 (819) 758-7965
BEAUMIER, Yves	P.Q.	Nicolet	Hôtel du Parlement bureau 313 Québec (Québec) G1A 1A4 (418) 643-2547	150, rue Éloi-de-Grandmont Case postale 1779 Nicolet (Québec) J0G 1B0 (819) 293-2047

Name		**Electoral Division**	**Address in Québec City**	**Address in the electoral division**
BEAUSÉJOUR, Jacques	P.Q.	Iberville	Hôtel du Parlement bureau 390 Québec (Québec) G1A 1A4 (418) 643-4019	870, rue Saint-Georges Iberville (Québec) J2X 2Z8 (514) 347-4134
BÉDARD, Marc-André	P.Q.	Chicoutimi	Minister of Justice 1200, route de l'Église Sainte-Foy (Québec) G1V 4M1 (418) 643-4210	100, rue Racine Est, 3^{e} étage Chicoutimi (Québec) G7H 1R1 (418) 543-7797
BÉLANGER, Fabien	L	Mégantic-Compton	Hôtel du Parlement bureau 239 Québec (Québec) G1A 1A4 (418) 643-7640	6361, rue Salaberry Lac Mégantic (Québec) G6B 1J4 (819) 583-4500
BERTRAND, Jean-François	P.Q.	Vanier	Minister of Communications and House Leader Hôtel du Parlement bureau 108 Québec (Québec) G1A 1A4 (418) 643-3804	130, avenue Plante Ville de Vanier (Québec) G1M 1S1 (418) 681-6279
BÉRUBÉ, Yves	P.Q.	Matane	Minister in charge of Administration 1050, rue Saint-Augustin, 3^{e} étage Québec (Québec) G1R 5A4 (418) 643-5926	63, av. des Jardins Case postale 395 Matane (Québec) G4W 3N3 (418) 566-2989 or 151, 1re Av. Ouest Sainte-Anne des Monts (Québec) G0E 2G0 (418) 763-5969
BIRON, Rodrigue	P.Q.	Lotbinière	Minister of Industry, Commerce and Tourism 710, place d'Youville, 6^{e}étage Québec (Québec) G1R 4Y4 (418) 643-5086	6228, des Peupliers Sainte-Croix (Québec) G0S 2H0 (418) 926-3525

Name		Electoral Division	Address in Québec City	Address in the electoral division
BISAILLON, Guy	IND.	Sainte-Marie	Hôtel du Parlement bureau 64 Québec (Québec) G1A 1A4 (418) 643-2751	2328, rue Ontario Est Montréal (Québec) H2K 1W1 (514) 527-8273
BISSONNET, Michel	L	Jeanne-Mance	Hôtel du Parlement bureau 271 Québec (Québec) G1A 1A4 (418) 643-7746	8822, boul. Langelier Saint-Léonard (Québec) H1P 3H2 (514) 326-0491 (514) 326-0498
BLAIS, Yves	P.Q.	Terrebonne	Hôtel du Parlement bureau 316 Québec (Québec) G1A 1A4 (418) 643-5771	940, Montée Masson, bureau 204 Lachenaie (Québec) J6W 2C6 (514) 492-0441
BLANK, Harry	L	Saint-Louis	Hôtel du Parlement bureau 289 Québec (Québec) G1A 1A4 (418) 643-2714	1255, rue Université bureau 700-10 Montréal (Québec) H3B 3W1 (514) 866-1125
BLOUIN, René	P.Q.	Rousseau	Hôtel du Parlement bureau 330 Québec (Québec) G1A 1A4 (418) 643-5722	2140, Route 158 Sainte-Sophie (Québec) J0R 1S0 (514) 432-7255
BORDELEAU, Jean-Paul	P.Q.	Abitibi-Est	Hôtel du Parlement bureau 358 Québec (Québec) G1A 1A4 (418) 643-9690	1130, 8e Rue Val d'Or (Québec) J9O 3N6 (819) 825-2622
BOUCHER, Jules	P.Q.	Rivière-du-Loup	Hôtel du Parlement bureau 61 Québec (Québec) G1A 1A4 (418) 643-2785	252, rue Fraser Rivière-du-Loup (Québec) G5R 3Y4 (418) 862-0367

Name		Electoral Division	Address in Québec City	Address in the electoral division
BOURBEAU, André	L	Laporte	Hôtel du Parlement bureau 164 Québec (Québec) G1A 1A4 (418) 643-7753	315, rue Saint-Denis Saint-Lambert (Québec) J4P 2G5 (514) 672-1885
BRASSARD, Jacques	P.Q.	Lac-Saint-Jean	Hôtel du Parlement, bureau 353 Québec (Québec) G1A 1A4 (418) 643-6018	222, boul. Dequen Nord Alma (Québec) G2B 5N5 (418) 668-6149
BROUILLET, Raymond	P.Q.	Chauveau	Hôtel du Parlement bureau 344 Québec (Québec) G1A 1A4 (418) 643-5461	252, rue Racine Loretteville (Québec) G2B 1E6 (418) 843-1131
CARON, Lucien	L	Verdun	Hôtel du Parlement bureau 267 Québec (Québec) G1A 1A4 (418) 643-2825	664, rue Moffat Verdun (Québec) H4H 1Y8 (514) 766-7503
CHAMPAGNE, Jean-Paul	P.Q.	Mille-Îles	Hôtel du Parlement bureau 55 Québec (Québec) G1A 1A4 (418) 643-5676	3509, boul. de la Concorde, app. 204 Duvernay (Québec) H7E 2C6 (514) 661-5331
CHAMPAGNE, Serge	L	Saint-Jacques	Hôtel du Parlement bureau 222 Québec (Québec) G1A 1A4 (418) 643-1369	3355, rue St-Denis Montréal (Québec) H2W 2M4 (514) 845-9238
CHARBONNEAU, Jean-Pierre	P.Q.	Verchères	Hôtel du Parlement bureau 382 Québec (Québec) G1A 1A4 (418) 643-5003	742, boul. Laurier Beloeil (Québec) J3G 4H8 (514) 464-3100

Name		Electoral Division	Address in Québec City	Address in the electoral division
CHEVRETTE, Guy	P.Q.	Joliette	Minister of Recreation, Fish and Game 150, Boul. Saint- Cyrille Est Québec (Québec) G1R 4Y3 (418) 643-6527	37, Place Bourget Sud, édifice BCN Joliette (Québec) J6E 5E9 (514) 759-3565 (514) 759-3314
CIACCIA, John	L	Mont-Royal	Hôtel du Parlement bureau 292 Québec (Québec) G1A 1A4 (418) 643-4955	1255, boulevard Laird, bureau 368 Montréal (Québec) H3P 2T1 (514) 341-1151
CLAIR, Michel	P.Q.	Drummond	Minister of Transport 700, boul. St-Cyrille Est, 29ᵉ étage Québec (Québec) G1R 5H1 (418) 643-6980	147, rue Lindsay Drummondville (Québec) J2C 1N7 (819) 478-1429
CÔTÉ, Marc-Yvan	L	Charlesbourg	Hôtel du Parlement bureau 218 Québec (Québec) G1A 1A4 (418) 643-2999	1551, boul. Jean- Talon Ouest Charlesbourg (Québec) G1G 2L5 (418) 622-4990
CUSANO, William	L	Viau	Hôtel du Parlement bureau 246 Québec (Québec) G1A 1A4 (418) 643-7895	3730, rue Créma- zie Est, bureau 401 Montréal (Québec) H2A 1B4 (514) 376-9913
DAUPHIN, Claude	L	Marquette	Hôtel du Parlement bureau 233 Québec (Québec) G1A 1A4 (418) 643-7834	1015, rue Notre- Dame, bureau 200 Lachine (Québec) H8S 2C3 (514) 637-6714 (514) 637-6713

Name		Electoral Division	Address in Québec City	Address in the electoral division
DEAN, Robert	P.Q.	Prévost	Minister of Labour 150, boul. Saint-Cyrille Est, 8e étage Québec (Québec) G1R 2B2 (418) 643-2422 Hôtel du Parlement bureau 385 Québec (Québec) G1A 1A4 (418) 643-3814	227, rue Saint-Georges, bureau 102 Saint-Jérôme (Québec) J7Y 5A1 (514) 432-5522
DE BELLEFEUILLE, Pierre	P.Q.	Deux-Montagnes	Hôtel du Parlement bureau 377 Québec (Québec) G1A 1A4 (418) 643-2484	136, rue Saint-Louis Saint-Eustache (Québec) J7R 1Y2 (514) 472-0530
DESBIENS, Hubert	P.Q.	Dubuc	Hôtel du Parlement bureau 393 Québec (Québec) G1A 1A4 (418) 643-2737	1226, av. du Port Ville de la Baie (Québec) G7B 1W4 (418) 544-2831
DOUGHERTY, Joan	L	Jacques-Cartier	Hôtel du Parlement bureau 143 Québec (Québec) G1A 1A4 (418) 643-7730	170, av. Dorval app.2 Dorval (Québec) H9S 3G9 (514) 631-2727
DOYON, Réjean	L	Louis-Hébert	Hôtel du Parlement bureau 147 Québec (Québec) G1A 1A4 (418) 643-1837	1000, route de l'Église Hôtel de ville Sainte-Foy (Québec) G1V 4E1 (418) 659-5656
DUBOIS, Claude	L	Huntingdon	Hôtel du Parlement bureau 262 Québec (Québec) G1A 1A4 (418) 643-2563	23, rue King Huntingdon (Québec) J0S 1H0 (514) 264-3614

Name		Electoral Division	Address in Québec City	Address in the electoral division
DUHAIME, Yves	P.Q.	Saint-Maurice	Minister of Energy and Resources 200, ch. Ste-Foy 6^e étage Québec (Québec) G1R 4X7 (418) 643-7295	768, 4^e Rue, app.1 Case postale 516 Shawinigan (Québec) G9N 1H2 (819) 536-2569
DUPRÉ, Maurice	P.Q.	Saint-Hyacinthe	Hôtel du Parlement bureau 321 Québec (Québec) G1A 1A4 (418) 643-5754	1775, des Cascades Saint-Hyacinthe (Québec) J2S 3J2 (514) 773-1171
DUSSAULT, Roland	P.Q.	Châteauguay	Hôtel du Parlement bureau 323 Québec (Québec) G1A 1A4 (418) 643-2858	1, rue Sainte- Marguerite, bureau 1 Châteauguay (Québec) J6K 1L8 (514) 691-5110 (514) 691-5119
FALLU, Élie	P.Q.	Groulx	Hôtel du Parlement bureau 361 Québec (Québec) G1A 1A4 (418) 643-6054	50-A, rue Turgeon Sainte-Thérèse (Québec) J7E 3H4 (514) 435-3683
FORTIER, Pierre C.	L	Outremont	Hôtel du Parlement bureau 207 Québec (Québec) G1A 1A4 (418) 643-5909	1280, av. Bernard Ouest, bureau 11 Outremont (Québec) H2V 1V9 (514) 277-2137
FRÉCHETTE, Raynald	P.Q.	Sherbrooke	Minister responsible for Labour 150, boul. St-Cyrille Est, 8^e étage Québec (Québec) G1R 2B2 (418) 643-2422	33, rue Brooks Sherbrooke (Québec) J1H 4X7 (819) 563-3353 (819) 563-3354
FRENCH, Richard	L	Westmount	Hôtel du Parlement bureau 230 Québec (Québec) G1A 1A4 (418) 643-2327	4612, rue Sainte- Catherine Ouest Westmount (Québec) H3Z 1S3 (514) 931-2116

Name		Electoral Division	Address in Québec City	Address in the electoral division
GAGNON, Marcel	P.Q.	Champlain	Hotel du Parlement bureau 365 Québec (Québec) G1A 1A4 (418) 643-2769	430, rue Saint-Laurent Cap-de-la-Madeleine (Québec) G8T 6H3 (819) 376-1821
GARON, Jean	P.Q.	Lévis	Minister of Agriculture, Fisheries and Food 200A, chemin Sainte-Foy, 12^{e} étage Québec (Québec) G1R 4X6 (418) 643-2525	563, Route Trans-Canada Saint-David (Québec) G6W 1H5 (418) 837-8871
GAUTHIER, Michel	P.Q.	Roberval	Hôtel du Parlement bureau 52 Québec (Québec) G1A 1A4 (418) 643-5707	162, rue Principale Chambord (Québec) G0W 1G0 (418) 342-6246
GENDRON, François	P.Q.	Abitibi-Ouest	Minister responsible for Planning and Regional Development Édifice H, 2^{e} étage, bureau 2 500 Québec (Québec) G1R 4Y9 (418) 643-7174	4, 1re Avenue Ouest, bureau 28 Amos (Québec) J9T 1T9 (819) 732-9005 or 258, 2^{e} Rue Est, bureau 200 La Sarre (Québec) J9Z 2H3 (819) 333-5441
GODIN, Gérald	P.Q.	Mercier	Minister of Cultural Communities and Immigration 680, rue Saint-Amable Édifice G, 2^{e} étage Québec (Québec) G1R 5B3 (418) 643-1850	1492, rue Gilford Montréal (Québec) H2J 1R9 (514) 873-7463 or 355, rue McGill Montréal (Québec) H2Y 2E8 (514) 873-4136

Name		Electoral Division	Address in Québec City	Address in the electoral division
GRATTON, Michel	L	Gatineau	Hôtel du Parlement bureau 276 Québec (Québec) G1A 1A4 (418) 643-3405	3, av. de Picardie Touraine (Québec) J8T 1N8 (819) 568-7575
GRAVEL, Raymond	P.Q.	Limoilou	Hôtel du Parlement bureau 47 Québec (Québec) G1A 1A4 (418) 643-1863	1901, rue Mailloux bureau 106 Québec (Québec) G1J 4Z6 (418) 663-1716
GRÉGOIRE, Gilles	Ind.	Frontenac	Hôtel du Parlement bureau 377 Québec (Québec) G1A 1A4 (418) 643-2485	257, rue Notre-Dame Sud Thetford Mines (Québec) G6G 1J7 (418) 338-8569
GUAY, Richard	P.Q.	Taschereau	President of the National Assembly Edifice Pamphile-Lemay, bureau 103 Québec (Québec) G1A 1A5 (418) 643-2820	318, rue Saint-Vallier Ouest Québec (Québec) G1K 1K6 (418) 647-4555
HAINS, Roma	L	Saint-Henri	Hôtel du Parlement bureau 226 Québec (Québec) G1A 1A4 (418) 643-7885	4017, Notre-Dame Ouest Montréal (Québec) H4C 1R3 (514) 933-0772
HAREL, Louise	P.Q.	Maisonneuve	Hôtel du Parlement bureau 378 Québec (Québec) G1A 1A4 (418) 643-5665	3987, Sainte-Catherine Est Montréal (Québec) H1W 2G7 (514) 527-8986
HOUDE, Albert	L	Berthier	Hôtel du Parlement bureau 155 Québec (Québec) G1A 1A4 (418) 643-7529	4310, rue Principale Saint-Félix-de-Valois (Québec) J0K 2M0 (514) 889-5568

Name		Electoral Division	Address in Québec City	Address in the electoral division
JOHNSON, Daniel	L	Vaudreuil-Soulanges	Hôtel du Parlement bureau 288 Québec (Québec) G1A 1A4 (418) 643-7890	2, rue Saint-Michel Vaudreuil (Québec) J7V 1E7 (514) 455-3315
JOHNSON, Pierre-Marc	P.Q.	Anjou	Minister of Social Affairs 1075, chemin Ste-Foy, 15ᵉ étage Québec (Québec) G1S 2M1 (418) 643-3160	3250, av. Lebrun Montréal (Québec) H1L 5G4 (514) 873-8227 (514) 354-3150
JOLIVET, Jean-Pierre	P.Q.	Laviolette	Vice-president of the National Assembly Édifice Pamphile-Lemay, bureau 115 Québec (Québec) G1A 1A5 (418) 643-2810	290, 6ᵉ Avenue Grand-Mère (Québec) G9T 2G7 (819) 538-3349
JUNEAU, Carmen	P.Q.	Johnson	Hôtel du Parlement bureau 41 Québec (Québec) G1A 1A4 (418) 643-5621	90, 2ᵉ Avenue Nord Windsor (Québec) J1S 1Z4 (819) 845-7818
KEHOE, John	L	Chapleau	Hôtel du Parlement bureau 268 Québec (Québec) G1A 1A4 (418) 643-7530	194, rue Harold Gatineau (Québec) J8P 4S4 (819) 643-1023
LACHANCE, Claude	P.Q.	Bellechasse	Hôtel du Parlement bureau 324 Québec (Québec) G1A 1A4 (418) 643-5407	12, rue de l'Église Case postale 310 Saint-Damien (Québec) G0R 2Y0 (418) 789-2522
LACHAPELLE, Huguette	P.Q.	Dorion	Hôtel du Parlement bureau 381 Québec (Québec) G1A 1A4 (418) 643-5497	1237, Jean-Talon Est Montréal (Québec) H2R 1W1 (514) 271-4765

Name		**Electoral Division**	**Address in Québec City**	**Address in the electoral division**
LAFRENIÈRE, Marcel	P.Q.	Ungava	Hôtel du Parlement bureau 391 Québec (Québec) G1A 1A4 (418) 643-5776	443, 3^e Rue Chibougamau (Québec) G8P 1N6 (418) 748-6046 (418) 748-6088
LALONDE, Fernand	L	Marguerite-Bourgeoys	Hôtel du Parlement bureau 298 Québec (Québec) G1A 1A4 (418) 643-1275	8490, Jean-Brillon app. B-112 Ville La Salle (Québec) H8N 2P7 (514) 363-0421
LANDRY, Bernard	P.Q.	Laval-des-Rapides	Minister responsible for External Trade 1037, De la Chevrotière Édifice G, 30^e étage Québec (Québec) G1R 5E9 (418) 643-5275	672, boul. des Laurentides 2^e étage, bureau 206 Chomedey Laval (Québec) H7G 4S6 (514) 873-2080
LAPLANTE, Patrice	P.Q.	Bourassa	Hôtel du Parlement bureau 354 Québec (Québec) G1A 1A4 (418) 643-2886	10 328, boul. St-Michel, bureau 3 Montréal Nord (Québec) H1H 5H3 (514) 381-6545
LAURIN, Camille	P.Q.	Bourget	Minister of Education 1035, De la Chevrotière Édifice G, 15^e étage Québec (Québec) G1R 5A5 (418) 643-3636	6710, rue Sherbrooke Est bureau 300 Montréal (Québec) H1N 1C9 (514) 254-7549
LAVIGNE, Laurent	P.Q.	Beauharnois	Hôtel du Parlement bureau 329 Québec (Québec) G1A 1A4 (418) 643-1279	52, rue Nicholson Valleyfield (Québec) J6T 4M8 (514) 371-2422

Name		**Electoral Division**	**Address in Québec City**	**Address in the electoral division**
LAVOIE-ROUX, Thérèse	L	L'Acadie	Hôtel du Parlement bureau 170 Québec (Québec) G1A 1A4 (418) 643-2739	560, Henri-Bourassa Ouest bureau 111 Montréal (Québec) H3L 1P4 (514) 337-4278
LAZURE, Denis	P.Q.	Bertrand	Minister responsible for Citizens Relations 875, Grande-Allée Est Édifice H, 2ᵉ étage bureau 2 100 Québec (Québec) G1R 4Y8 (418) 643-6964	Place Desjardins Tour sud 28ᵉ étage Montréal (Québec) H5B 1B3 (514) 873-4620 or 160, rue Montarville, bureau 100 Boucherville (Québec) J4B 6S2 (514) 655-6325
LEBLANC, Denise	P.Q.	Îles-de-la-Madeleine	Minister of the Civil Service 1050, rue Conroy Édifice G, 3ᵉ étage Québec (Québec) G1R 4Z9 (418) 643-3833	Case postale 819 Cap-aux-Meules (Québec) Îles-de-la-Madeleine G0B 1B0 (418) 969-4247
LEBLANC, Jacques	P.Q.	Montmagny-L'Islet	Hôtel du Parlement bureau 16 Québec (Québec) G1A 1A4 (418) 643-5685	125, rue Saint-Thomas Montmagny (Québec) G5V 1N3 (418) 248-7114 or 42, rue de l'Église Case postale 458 Saint-Pamphile (Québec) G0R 3X0 (418) 356-3172
LEDUC, Germain	L	Saint-Laurent	Hôtel du Parlement bureau 235 Québec (Québec) G1A 1A4 (418) 643-2735	831, boul. Décarie bureau 302 Ville Saint-Laurent (Québec) H4L 3L8 (514) 747-2723

Name		**Electoral Division**	**Address in Québec City**	**Address in the electoral division**
LEDUC, Michel	P.Q.	Fabre	Hotel du Parlement bureau 343 Québec (Québec) G1A 1A4 (418) 643-5517	674, Place Publique Sainte-Dorothée-Laval (Québec) H7X 1G1 (514) 689-1121
LÉGER, Marcel	P.Q.	Lafontaine	Hôtel du Parlement bureau 27 Québec (Québec) G1A 1A4 (418) 643-1276	11 975, rue Victoria bureau 200 Pointe-aux-Trembles (Québec) H1B 2R2 (514) 645-2291
LEMAY, Henri	P.Q.	Gaspé	Hôtel du Parlement bureau 331 Québec (Québec) G1A 1A4 (418) 643-5520	496, rue Blanchard Chandler (Québec) G0C 1K0 (418) 689-4141 or 157, boul. Gaspé Gaspé (Québec) G0C 1R0 (418) 368-1411
LÉONARD, Jacques	P.Q.	Labelle	Minister of Municipal Affairs 20, av. Chauveau Édifice Cook-Chauveau Secteur 2, Niveau 4 Québec (Québec) G1R 4J3 (418) 643-2050	440, boul. Paquette Mont-Laurier (Québec) J9L 1K6 (819) 623-5550 or 59, rue Saint-Vincent Sainte-Agathe (Québec) J8C 2A5 (819) 326-5233
LÉVESQUE, Gérard-D.	L	Bonaventure	Acting Opposition Leader Hôtel du Parlement bureau 255 Québec (Québec) G1A 1A4 (418) 643-2743	Édifice LeGresley Rue Principale New Carlisle (Québec) G0C 1Z0 (418) 752-3364

Name		Electoral Division	Address in Québec City	Address in the electoral division
LÉVESQUE, Léonard	P.Q.	Kamouraska/ Témiscouata	Hôtel du Parlement bureau 50 Québec (Québec) G1A 1A4 (418) 643-1358	35, rue Notre-Dame Case postale 159 Mont-Carmel G0L 1W0 (418) 498-2184
LÉVESQUE, René	P.Q.	Taillon	Prime Minister of Québec 885, Grande-Allée Est Édifice J, 3ᵉ étage Québec (Québec) G1A 1A2 (418) 643-5321	75, Dorchester Ouest, 17ᵉ étage Montréal (Québec) H2Z 1A4 (514) 873-3411 or 1079, ch. de Chambly 2ᵉ étage bureau 201 Longueuil (Québec) J4H 3M7 (514) 463-2934 (514) 873-2483
LINCOLN, Clifford	L	Nelligan	Hôtel du Parlement bureau 148 Québec (Québec) G1A 1A4 (418) 643-7835	Les Galeries Kirkland 3608, boul. St-Charles, bureau 21 Kirkland (Québec) H9H 3C3 (514) 694-4380
MACIOCIA, Cosmo	L	Viger	Hôtel du Parlement bureau 208 Québec (Québec) G1A 1A4 (418) 643-7913	6020, rue Jean-Talon Est, bureau 620 Saint-Léonard (Québec) H1S 3B1 (514) 259-2585
MAILLOUX, Raymond	L	Charlevoix	Hôtel du Parlement bureau 259 Québec (Québec) G1A 1A4 (418) 643-2779	156, rue Saint-Joseph Baie Saint-Paul (Québec) G0A 1B0 (418) 435-2706

Name		Electoral Division	Address in Québec City	Address in the electoral division
MALTAIS, Ghislain	L	Saguenay	Hôtel du Parlement bureau 220 Québec (Québec) G1A 1A4 (418) 643-1359	67, place Lasalle Baie-Comeau (Québec) G4Z 1K1 (418) 296-9233
MARCOUX, Alain	P.Q.	Rimouski	Minister of Revenue and of Public Works 475, rue Saint-Amable Édifice La Laurentienne, 7^e^ étage Québec (Québec) G1R 4X9 (418) 643-3177 or 3800, rue Marly 6^e^ étage Sainte-Foy (Québec) G1X 4A5 (418) 643-6105	148, rue Saint-Barnabé bureau 201 Rimouski (Québec) G5L 3E4 (418) 722-3555
MAROIS, Pauline	P.Q.	La Peltrie	Minister responsible for the Status of Women 875, Grande-Allée Est, bureau 2700 Québec (Québec) G1R 4Y8 (418) 643-9640	1550, boul. Chauveau Est Sainte-Foy (Québec) G2E 5A6 (418) 871-4932
MAROIS, Pierre	P.Q.	Marie-Victorin	Minister of Manpower and Income Security 425, rue Saint-Amable, 4^e^ étage Québec (Québec) G1R 4Z1 (418) 643-4810	1283, rue Grant Longueuil (Québec) J4J 3V2 (514) 463-3720

Name		**Electoral Division**	**Address in Québec City**	**Address in the electoral division**
MARQUIS, Léopold	P.Q.	Matapédia	Hôtel du Parlement bureau 339 Québec (Québec) G1A 1A4 (418) 643-1395	26, boul. Saint-Benoît Édifice BICO Amqui (Québec) G0J 1B0 (418) 629-2229 or 26, rue des Fusillers Mont-Joli (Québec) G5H 3P6 (418) 775-4345
MARTEL, Maurice	P.Q.	Richelieu	Hôtel du Parlement bureau 342 Québec (Québec) G1A 1A4 (418) 643-2523	50, rue de Ramesay Sorel (Québec) J3P 3Y7 (514) 742-7430
MARX, Herbert	L	D'Arcy-McGee	Hôtel du Parlement bureau 265 Québec (Québec) G1A 1A4 (418) 643-3498	5800, boul. Cavendish, bureau 403 Montréal (Québec) H4W 2T5 (514) 488-1144
MATHIEU, Hermann	L	Beauce-Sud	Hôtel du Parlement bureau 258 Québec (Québec) G1A 1A4 (418) 643-6456	2385, 6ᵉ Avenue Ouest Ville Saint-Georges Ouest (Québec) G5Y 3X6 (418) 288-0360
MIDDLEMISS, Robert	L	Pontiac	Hotel du Parlement bureau 277 Québec (Québec) G1A 1A4 (418) 643-7865	153, rue Principale Aylmer (Québec) J9H 3M9 (819) 684-2300
MORIN, Jacques-Yvan	P.Q.	Sauvé	Minister of Intergovernmental Affairs 875, Grande-Allée Est, 1ᵉʳ étage Québec (Québec) G1R 4Z7 (418) 643-3940	11 890, rue Sainte-Gertrude Montréal-Nord (Québec) H1G 5P9 (514) 873-3231

Name		Electoral Division	Address in Québec City	Address in the electoral division
O'GALLAGHER, John	L	Robert-Baldwin	Hôtel du Parlement bureau 213 Québec (Québec) G1A 1A4 (418) 643-7476	11 072, boul. Gouin ouest, bureau 110 Pierrefonds (Québec) H8Y 1X4 (514) 684-9000
OUELLETTE, Adrien	P.Q.	Beauce-Nord	Minister of the Environment Centre Innovation 2360, chemin Sainte-Foy Sainte-Foy (Québec) G1V 4H2 (418) 643-8259	697, av. du Palais Saint-Joseph de Beauce (Québec) G0S 2V0 (418) 397-5735
PAGÉ, Michel	L	Portneuf	Hôtel du Parlement bureau 281 Québec (Québec) G1A 1A4 (418) 643-2301	353, rue de l'Église Saint-Basile (Québec) G0A 3G0 (418) 329-2974
PAQUETTE, Gilbert	P.Q.	Rosemont	Minister responsible for Science and Technology 875, Grande-Allée Est, bureau 2 600 Québec (Québec) G1R 4Y8 (418) 643-5280	3137, rue Masson Montréal Rosemont (Québec) H1Y 1X9 (514) 728-4521
ARADIS, Pierre	L	Brôme-Missisquoi	Hôtel du Parlement bureau 244 Québec (Québec) G1A 1A4 (418) 643-7661	19, rue Principale Case postale 860 Bedford (Québec) J0J 1A0 (514) 248-4351
ARÉ, Roger	P.Q.	Shefford	Hôtel du Parlement bureau 66 Québec (Québec) G1A 1A4 (418) 643-5755	317, rue Racine Granby (Québec) J2G 3B6 (514) 372-9152

Name		Electoral Division	Address in Québec City	Address in the electoral division
PARIZEAU, Jacques	P.Q.	L'Assomption	Minister of Finance Édifice Honoré-Mercier, bureau 322 Québec (Québec) G1R 4Z6 (418) 643-5270	555, rue Notre-Dame, bureau 218 Ville Le Gardeur (Québec) J5Z 3B5 (514) 585-3415
PAYNE, David	P.Q.	Vachon	Hôtel du Parlement bureau 314 Québec (Québec) G1A 1A4 (418) 643-5797	5245, boul. Cousineau Les Galeries Cousineau, bureau 123 Saint-Hubert (Québec) J3Y 6J8 (514) 678-0750
PERRON, Denis	P.Q.	Duplessis	Hôtel du Parlement bureau 319 Québec (Québec) G1A 1A4 (418) 643-2446	456, rue Arnaud bureau 240 Sept-Îles (Québec) G4R 3B1 (418) 968-5044
PICOTTE, Yvon	L	Maskinongé	Hôtel du Parlement bureau 154 Québec (Québec) G1A 1A4 (418) 643-3407	262, av. Saint-Laurent Louiseville (Québec) J5V 1J9 (819) 228-3383
POLAK, Maximilien	L	Sainte-Anne	Hôtel du Parlement bureau 267 Québec (Québec) G1A 1A4 (418) 643-7884	517, boul. Lasalle Verdun (Québec) H4G 1Z4 (514) 767-2617
PROULX, Jérôme	P.Q.	Saint-Jean	Hôtel du Parlement bureau 357 Québec (Québec) G1A 1A4 (418) 643-2493	232, Longueuil Saint-Jean-sur-Richelieu J3B 6P4 (514) 347-0363
RANCOURT, Réal	P.Q.	Saint-François	Vice-president of the National Assembly Édifice Pamphile-Lemay, bureau 119 Québec (Québec) G1A 1A5 (418) 643-2750	1955, Belvédère Sud, bureau 201 Sherbrooke (Québec) J1H 5Y3 (819) 566-5988

Name		Electoral Division	Address in Québec City	Address in the electoral division
RICHARD, Clément	P.Q.	Montmorency	Minister of Cultural Affairs 225, Grande-Allée Est, bloc 1A Québec (Québec) G1R 5G5 (418) 643-2110	732, av. Royale Beauport (Québec) G1E 1Z4 (418) 667-6351
RIVEST, Jean-Claude	L	Jean-Talon	Hôtel du Parlement bureau 223 Québec (Québec) G1A 1A4 (418) 643-5611	1406, St-Cyrille Ouest, bureau 2D Québec (Québec) G1S 1X2 (418) 683-1661
ROCHEFORT, Jacques	P.Q.	Gouin	Hôtel du Parlement bureau 29 Québec (Québec) G1A 1A4 (418) 643-5594	2520, rue Beaubien Est Montréal (Québec) H1Y 1G2 (514) 721-4933
ROCHELEAU, Gilles	L	Hull	Hôtel du Parlement bureau 241 Québec (Québec) G1A 1A4 (418) 643-7659	99, Promenade du Portage Hull (Québec) J8X 2K2 (819) 776-1567
RODRIGUE, Jean-Guy	P.Q.	Vimont	Hôtel du Parlement bureau 56 Québec (Québec) G1A 1A4 (418) 643-5798	1811, boul des Laurentides Vimont (Québec) H7M 2P7 (514) 668-7307 (514) 668-7309
RYAN, Claude	L	Argenteuil	Hôtel du Parlement bureau 163 Québec (Québec) G1A 1A4 (418) 643-6603	430, rue Grâce Lachute (Québec) J8H 1M6 (514) 562-9131
SAINT-ONGE, Jean-Pierre	L	Laprairie	Hôtel du Parlement bureau 286 Québec (Québec) G1A 1A4 (418) 643-7754	7005, boul Taschereau bureau 250 Brossard (Québec) J4Z 1A7 (514) 445-2121

Name		Electoral Division	Address in Québec City	Address in the electoral division
SCOWEN, Reed	L	Notre-Dame-de-Grâce	Hôtel du Parlement bureau 159 Québec (Québec) G1A 1A4 (418) 643-2760	2525, boul. Cavendish bureau 227 Montréal (Québec) H4B 2Y6 (514) 489-7581
SIRROS, Christos	L	Laurier	Hôtel du Parlement bureau 38 Québec (Québec) G1A 1A4 (418) 643-7818	7200, rue Hutchison bureau 302 Montréal (Québec) H3N 1Z2 (514) 271-2798
TARDIF, Guy	P.Q.	Crémazie	Minister of Housing and Consumer Protection 1045, rue De la Chevrotière Édifice G, 7ᵉ étage Québec (Québec) G1R 5E9 (418) 643-3360	1388, rue Fleury Est, 2ᵉ étage Montréal (Québec) H2C 1R5 (514) 381-4833 (514) 873-4846
TREMBLAY, Luc	P.Q.	Chambly	Hôtel du Parlement bureau 338 Québec (Québec) G1A 1A4 (418) 643-5422	1009, boul. Périgny Chambly (Québec) J3L 1W7 (514) 658-7548
VAILLANCOURT, Georges	L	Orford	Hôtel du Parlement bureau 225 Québec (Québec) G1A 1A4 (418) 643-2845	83, rue Wellington Coaticook (Québec) J1A 2H6 (819) 849-2729
VALLIÈRES, Yvon	L	Richmond	Hôtel du Parlement bureau 162 Québec (Québec) G1A 1A4 (418) 643-7866	Route 116 Case postale 55 Danville (Québec) J0A 1A0 (819) 839-3326
VAUGEOIS, Denis	P.Q.	Trois-Rivières	Hôtel du Parlement bureau 389 Québec (Québec) G1A 1A4 (418) 643-5774	863, Saint-Pierre Trois-Rivières (Québec) G9A 4W3 (819) 379-0146

The National Assembly and You

Registration of Visitors

Whenever you visit the National Assembly, you must be registered on your arrival. You will be given a badge which you must wear while visiting. This formality is in the interest of the security not only of the Members of the House and its staff, but of visitors as well. It is also useful for statistical purposes, since lists are kept of the number of visitors, where they come from, and their special interest.

Attending Assembly Sittings

If you wish, you may take in a sitting of the National Assembly. Be in the Parliament entrance lobby before the sitting begins, and ask for a pass.

Groups of more than 10 people must reserve places by mail or by telephone.

The National Assembly is generally in session from March to June and from October to December. Sittings are held from 2:00 p.m. to 10:00 p.m. on Tuesdays and Thursdays, and from 10:00 a.m. to 6:00 p.m. on Wednesdays.

While you attend a sitting, you may not take any pictures, or record the proceedings. Nor may you take notes during the debates.

For more information

If you need any further information, or if you want to reserve a pass, contact the

— **Direction des services**
aux citoyens
875, Grande-Allée Est
Édifice H, 4ᵉ étage
Québec (Québec)
G1R 4Y8
(418) 643-7239

Attending Sittings of Parliamentary Committees

You are welcome to attend sittings of the Parliamentary Committees; no reservations are needed.

There are no set times for Committee sittings. Their schedule is determined by the Government House Leader.

For information

To learn more about when sittings are held, telephone the

Secrétariat des commissions
parlementaires at
(418) 643-2722

You can attend a sitting of the National Assembly. Go to the main lobby of Parliament and ask for a pass.

Presenting Briefs and Testimony before Parliamentary Committees

After a Bill has passed first reading, it can be submitted to a Parliamentary Committee. When this happens, a notice is published to that effect in the Gazette officielle du Québec.

If some person or organization wants to submit a brief, that brief must be submitted within 30 days after the day the notice appears. All such briefs must be submitted to the Secrétariat des commissions de l'Assemblée nationale. One hundred copies are required, along with a short summary.

Persons who have submitted briefs are summoned by the Secretary of Committees at least seven days prior to the sitting at which their briefs will be heard. If the persons summoned do not appear, or are not ready to proceed, they will lose their right to be heard, unless the Committee decides otherwise.

Whenever a person summoned by a Committee to appear before it refuses to do so, the Committee reports on this refusal to the President of the National Assembly. The President may take the necessary means to ensure that the Commission's request is met.

For more information

If you would like to know more about the Paliamentary Committees, contact the

- **Secrétariat des commissions**
  Hôtel du Parlement
  Québec (Québec)
  (418) 643-2722

The Bibliothèque de l'Assemblée nationale

If you want to consult documents kept by the National Assembly library, you may ask that they be sent to the library to which you belong.

You may also consult any document you wish at the Assembly library itself, and make photocopies. The staff can give you all the help you need.

The National Assembly library is in the Pamphile-Lemay building, beside the Hôtel du Parlement.

Hours

- from September to June: 9:00 a.m. to 5:00 p.m., Monday to Friday
- from June to September: 8:30 a.m. to 4:30 p.m., Monday to Friday

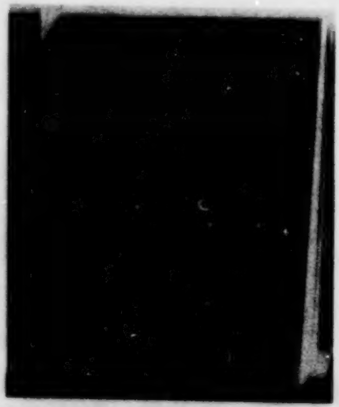
Telephone numbers

- administration: (418) 643-2396
- information and reference: (418) 643-4408
- periodicals and newspapers: (418) 643-2887

The Journal des débats and other Parliamentary Documents

Three publications can keep you up to date on parliamentary goings-on: the Journal des débats (a full record of sittings of the National Assembly); the Agenda Paper (the agenda for each sitting); and the Votes and Proceedings (a brief report on deliberations).

Texts of Bills as submitted for first reading, and texts of Bills as assented to, are available. You can buy individual copies or subscribe to the entire series.



So you want to know what's going on in Parliament? There are various documents to keep you up to date.

For information

If you wish to order any of these publications, or to take out a subscription, write or telephone the

- **Ministère des Communications**
  Diffusion des publications
  1283, boul. Charest Ouest
  Québec (Québec)
  G1N 2C9
  (418) 643-5150

Recordings of Televised Debates

Did you know that you can order recorded segments of Parliamentary debates? Send a blank cassette to the following address, indicating clearly what segment you would like to have:

Assemblée nationale
Direction des médias
Service de la radiotélévision des débats
875, Grande-Allée Est
Édifice H, 4e étage
Québec (Québec)
G1R 4Y8
(418) 643-7239

Technicians will copy the segments requested. There will be no charge, except for mailing costs.

Guided Tours of Parliament

The National Assembly provides free tours of Parliament. These tours are conducted by guides, in French and in English, and are held from Monday to Friday between 9:00 a.m. and 5:00 p.m.

During the summer, you can also visit the National Assembly on

The National Assembly invites you to visit Parliament. Make a note of the schedule of guided tours. It's free.

Saturdays and Sundays between 9:00 a.m. and 5:p.m., and during the week, any time until 9:p.m. Groups of more than 10 people who want to visit Parliament must make a reservation in writing or by telephone.

For information

If you would like to make a reservation or obtain more information on our guided tours, contact the

— **Direction des services aux citoyens**
875, Grande-Allée Est
Édifice H, 4e étage
Québec (Québec)
G1R 4Y8
(418) 643-7239

The Director General of Elections

Who is He and What Does He Do?

The Director General of Elections is appointed by the National Assembly of Québec. His primary function, in addition to enforcing the various election legislation, is to make sure no offences are committed when an election or a referendum is held, or when the voting lists are drawn up. On January 1, 1983, the Director General assumed charge of the financing of political parties.

The Director General of Elections also presides over the Commission de la représentation électorale du Québec, which is fully responsible for setting the boundaries of electoral divisions.

Inquiries

Either on his own initiative or upon request, the Director General of Elections may conduct an inquiry into the holding of an election, the preparation of electoral lists or the financing of political parties. If ever you wish to lodge a complaint on any of these matters, the person to contact is the Director General.

The Director General may refuse to conduct or pursue an inquiry if he considers that the request is "frivolous, vexatious or made in bad faith", or if it is not necessary.

If you ask the Director General to conduct an inquiry and he refuses to conduct or pursue it, he must advise you of his refusal, and give the reasons for it in writing.

The Director General's Staff

"Director General of Elections" refers both to the person in the office and to a team made up of civil servants and of 122 returning officers (one for each electoral division).

Within his electoral division, each returning officer must enforce the legislation for which the Director General of Elections is responsible. Among other things, the returning officer sees to the annual enumerations and the holding of provincial elections and referendums. He also sees to the financing of political parties.

The Advisory Council

This is made up of the Director General of Elections (who directs its activities and coordinates its work) and of three representatives of each of the authorized political parties represented in the National Assembly, of which at least one must be a Member.

This council gives opinions on any matter related to the legislation governing elections, electoral lists and the financing of political parties.

Political Financing and Control of Election Expenses

Québec has laws governing political financing at both the provincial and the municipal levels, and when referendums are held.

Administration and enforcement of these laws are the exclusive responsibility of the Director General of Elections, one of whose functions is to control political financing and keep the public aware of what is going on.

Reports

Financial reports and reports on election expenses must be submitted. When a referendum is held, a financial report on that referendum is also required. Not later than April 1 each year, each of the political parties must file a financial report with the Director General of Elections, comprising a balance sheet, a statement of revenue and expenditure, and a statement showing any changes in the party's finances. The statement of revenue and expenditure must show the total contributions received, the name and address of each person who donated more than $100, and finally the total expenses and the total amounts collected as registration fees, admission charges and anonymous donations.

Following a referendum, the official agent for each national county and, through him, each local agent, must submit a report on the amounts paid into the referendum fund for their national committee, and controlled expenses incurred or authorized.

When an election is held, political parties and candidates must also file returns of electoral expenses.

At the provincial level, the Director General of Elections must see that each party's and each candidate's expenses are incurred in keeping with the requirements of the law. At the municipal level, these responsibilities are vested in the treasurer, who acts uinder the authority of the Director General of Elections.

In an election period, only the official agent of a party or of a candidate may incur or authorize election expenses. All advertising done for candidates must mention the name and the title of the official agent.

"Election expenses" means all expenses incurred during an election period to encourage the election of a candidate.

You may consult the reports

Generally speaking, you may consult the financial reports and the reports on election expenses; copies are available from the Centre de renseignements du Directeur général des élections.

Reports which concern your municipality may be consulted at the clerk's or the treasurer's office.

Reports on the election expenses of candidates in a Québec election may be consulted in your electoral division; the Director General of Elections will indicate where you should go.

Partial Refund of Election Expenses

Every candidate elected, or who has obtained 20% of the votes, may have 50% of his election expenses reimbursed.

Before the Director General of Elections makes the refund, he must be sure that the candidate's election expenses did not exceed the prescribed limit, and were committed and incurred in keeping with the law.

At the municipal level, the rules are the same in municipalities with more than 20 000 inhabitants, but here the election expenses are audited by the treasurer of the municipality concerned, who then acts under the Director General of Elections. The treasurer also makes the reimbursement, out of the municipality's general fund.

Contributions

Only electors — residents of Québec who are at least 18 years of age and entitled to vote in a Québec election or referendum — may make contributions to one or more political parties, or to a national committee.

In Québec, no elector may contribute more than $3 000 in any given year, whether for an election or for a referendum.

At the municipal level, only the electors in the municipality concerned — physical persons entitled to be entered in the municipality's electoral list — may make such contributions. And these contributions must never exceed $500 in any calendar year.

Only a person who has been authorized in writing may solicit or collect contributions. If requested, that person must identify himself and show his authorization. He must also give a receipt in return for each contribution he collects.

Tax Abatements

If you have made a contribution to a provincial political party, you may deduct from your income tax payable to Revenu Québec an amount equal to 50% of the first $140 contributed, plus 25% of the second $140 contributed. The maximum amount deductible is $105.

Note:

Contributions made to a national committee at the time of a referendum, and contributions made at the municipal level, do not qualify you for a reduction of the tax you owe to Revenu Québec.

Authorization

In order to be entitled to receive contributions and make payments, a political party, county association or independent candidate — at both the provincial and the municipal levels (municipalities of 20 000 and more) — must first be authorized by the Director General of Elections.

Allowances

Every year, the Director General of Elections pays an allowance to each authorized political party represented in the National Assembly.

This allowance amounts to the product obtained by multiplying $0.25 by the number of electors entered on the voting lists at the last annual enumeration. For 1983, about $1 100 000 was paid out.

The allowance is distributed among the various parties in proportion to the percentage of votes each obtained in the last general election.

For more information

If you want more information on how political financing is done and election expenses are controlled, contact the

— **Centre de renseignements du**
Directeur général des élections
3460, rue De La Pérade
Sainte-Foy (Québec)
G1X 3Y5
1-800-643-4378 (toll free)

The Electoral Map

Since January 10, 1980, the Commission de la représentation électorale has been entrusted with drawing the electoral map: determining the boundaries of Québec's electoral divisions. This Commission also determines the boundaries of the electoral precincts within each division.

The Commission de la représentation électorale consists of a chairman (the Director General of Elections) and two commissioners appointed for five years.

The Electoral Divisions

As the electoral map now stands, Québec is divided into 122 electoral divisions. Each of these is represented in the National Assembly by one Member, and the number of voters in each division must be as close as possible to 36 000.

How is the Electoral Map Drawn?

During the 12 months following a provincial election, the Commission de la représentation électorale studies the electoral map in the light of any new geographic, human and legal information which might have been received. If the map no longer appears well-balanced, as it should, the Commission suggests a new draft map.

Québec's electoral map contains 122 ridings, each with about 36 000 voters.

During the year following this study by the Commission, the new draft is also submitted to a Parliamentary Committee and is circulated among the Members and the public. Everyone is invited to study it, and to submit recommendations, either in writing or directly to the Commission during the public hearings it will be holding across the province.

Keeping in mind the recommendations submitted, the Commissioners prepare a report showing the boundaries of the electoral divisions, and submit it to the National Assembly. A debate on the report follows, which cannot exceed five hours. No later than the tenth day after this debate, the Commission de la représentation électorale establishes the final boundaries of the electoral divisions, gives each division a name, and publishes the resulting list in the Gazette officielle du Québec. This publication constitutes absolute proof of the existence and tenor of the electoral map.

If you would like to consult the list of the 122 electoral divisions on the 1980 map, we would refer you to Part 2 (Laws and Regulations) of No. 21 of the Gazette officielle for that year.

The Public and the Electoral Map

While the final decisions regarding the electoral map rest with the Commission de la représentation électorale, individuals, citizen groups and organizations also have their part to play. The Act respecting electoral representation provides that anyone interested may attend public hearings held in various regions of Québec, and there make known his opinions on the boundaries of Québec's electoral divisions. The Commissioners may then adapt their decisions to the needs of local and regional populations.

The Public and the Commission de la représentation électorale

While the law encourages people and organizations to become involved in drawing the electoral map, it compels the Commission de la représentation électorale to make sure the public knows the boundaries of the electoral divisions. So if ever you require information or documents relating to the electoral map, you may always contact the Centre de renseignements du Directeur général des élections.

Maps

The following maps are available:

- the Québec electoral map (the 122 electoral divisions, 1980); this map covers all of Québec's 122 electoral divisions, and shows the boundaries of the municipalities; scale 1:500 000; in colour, 106 cm × 240 cm;
- The Québec electoral map (the 122 electoral divisions, 1980); like the first, this map covers all the electoral divisions; scale 1:1 000. This map too is in colour, and measures 55 cm × 120 cm. On the back are two alphabetical indexes: the first on the municipalities and their municipal code, with corresponding election divisions, the second on the electoral divisions with a corresponding code;
- the Québec electoral map (the 3 108 electoral precincts as determined on June 30, 1982); covers all the precincts, on a scale of 1:1 000 000. On the back are two alphabetical indexes: the first covers the electoral divisions with their corresponding codes, while the second is an alphabetical index of the municipalities, with eight elements — among others, municipalities with two electoral precincts or more, geographic code, corresponding electoral division, number of sectors in the municipality, and so on;
- the 122 electoral divisions of Québec (1980); color map showing the boundaries of all 122 electoral divisions and of the municipalities they contain. The

map is drawn on 7 sheets, roughly 100 cm × 200 cm; scales vary. Each sheet is accompanied by a 6-segment pamphlet containing information on the electoral boundaries of the territory in question. The sheets are presented separately, and folded in the same way as a highway map: Sheet "A": Rive-Sud-du-Saint-Laurent; Sheet "B": Sud-Est-de-Montréal; Sheet "C": Île-de-Montréal; Sheet "D": Québec City; Sheet "E": Abitibi-Est (part); Sheet "F": Rive-Nord-du-Saint Laurent; Sheet "G": Côte-Nord, Nord-du-Québec, Îles-de-la-Madeleine.

Publications

Also available are the following publications:

— Répertoire des municipalités et des circonscriptions électorales 1980: this helps establish correspondence between the municipalities and the electoral divisions in 1980;

— Street guides: these are available for the electoral regions of Gatineau, Laval, Longueuil, Montréal, Québec City and Sherbrooke where, because of population and size, cities and towns are included in more than one division. Each guide shows, according to the alphabetical order of street names, the interdependence of streets, house numbers, and electoral divisions;

— Concordance des municipalités et des circonscriptions électorales 1980, 1973, 1970: this document establishes correspondence between the municipalities as now bounded and designated (1980), and the electoral divisions of 1970, 1973 and 1980;

— De 110 à 122 circonscriptions électorales. Données complémentaires 1980: this compilation contains the information most frequently given on the relations between the 1980 electoral map, the territory, the municipalities, the regions and the voting population. There is also a glossary on the electoral divisions;

— Régions administratives et circonscriptions électorales 1980 — Concordance: the first part establishes concordance between the administrative regions and the electoral divisions, 1980. The divisions are listed within each administrative region, in alphabetical order. The second part gives, for each administrative region, a complete alphabetical list of the municipalities, with an indication of the corresponding electoral division;

— Divisions de recensement, municipalités, circonscriptions électorales 1980: this document shows, for each census division, a complete list of municipalities with an indication of the corresponding electoral division;

- Régions administratives et circonscriptions électorales 1980. Concordance - Population - Électeurs: this document shows concordance between the administrative regions and the electoral divisions and, for each municipality, the population in 1976 and the number of electors in 1981.

Les dossiers socio-économiques

A nine-volume collection of statistical data for all the electoral divisions in the province of Québec.

To obtain these

For copies of these publications, or for any other information, contact the

- **Centre de renseignement du**
  Directeur général des élections
  3460, rue De La Pérade
  Sainte-Foy (Québec)
  G1X 3Y5
  1-800-643-4378 (toll free)

Drawing up the Electoral List

An electoral list is drawn up each year for each polling subdivision.

A polling subdivision is a territorial division within an electoral division; each polling subdivision contains no more than 300 voters. There are electoral precincts within each electoral division, which contain some 2500 voters. Finally, as we have already seen, each electoral division contains about 36 000 voters; all the electoral divisions taken together form the electoral map.

Enumeration

The Act respecting electoral lists provides that every year the enumerators must call on you. Enumerators record the name, given names, address, occupation and age of every person entitled to vote. This operation is carried out annually, and is important since each polling subdivision's electoral list is drawn up in the light of the information gathered.

In urban areas, two enumerators work together. You can tell who they are by the badges they wear. They visit every house and every apartment in their polling subdivision. Their visits are made between 9:00 a.m. and 6:00 p.m., and between 7:00 p.m. and 10:00 p.m. If no one is in when they call, they leave a card on the door, telling when they will be calling next.

In rural areas (municipalities of 2 000 inhabitants or less), there is only one enumerator. When he comes to prepare the electoral list for the polling subdivision assigned to him, this enumerator does not need to visit each house; rather, he may use any other means considered suitable (the assessment roll, telephone calls, etc.).

Voting requirements

In order to have your name entered on the electoral list, on the last day of the annual revision of electoral lists, you must:

- have been domiciled in Québec for one year;
- be 18 years of age;
- be a Canadian citizen;
- not be legally incapable.

(The last category refers to persons who have been interdicted by court judgment, and persons under the jurisdiction of the Public Curator.)

When the enumeration is made and the annual revision carried out, you must register on the list for the polling subdivision in which you are domiciled on the first day of enumeration.

Domicile

Your domicile is at the place where you have your principal residence. And only at your domicile can you be entered on the electoral list and exercise your voting rights.

Even if you own or rent more than one house, you cannot be entered on the electoral list for any

Is your name on the voters' list? If you are to be entered, you must meet certain requirements: domicile, age, citizenship, entitlement to vote.

of the places where one of them is located. You can only be entered on the list for the place where you are domiciled.

Exceptions

A person who has been away from his domicile for more than one year is considered to have changed his domicile, unless he is a civil servant of the government of Québec or of Canada working outside Québec.

If a worker, a student or a hospitalized person leaves his domicile temporarily to go elsewhere, he may be entered on the list for the polling subdivision in which he resides for purposes of his work, study or hospitalization.

If you belong to one of these three categories of people, you have a choice: either you can be entered on the list for the polling subdivision where your permanent domicile is located, or you can be entered on that for the polling subdivision in which you are living temporarily. You can only make the choice, however, at the time the electoral lists are revised. You must register at the appropriate urban office or else with the rural revisers, as the case may be. The address you need will be found in the newspapers.

Revising the Electoral Lists

The electoral lists are revised every year, a few days after the enumeration has taken place.

If you were not able to have your name put on the electoral list during the enumeration, you can do so during the revision period. If your name is already on the list but you want to have it struck off, or if you want to have the information on the list changed, this is the time to do so.

Before the list is revised, a copy will be sent to you so that you can make sure your name is well and truly entered on it, for your polling subdivision.

Applications for entry, correction and deletion

If you want to make changes to the electoral list (entering, correcting or deleting information), you must go to the office nearest your domicile; every municipality has an office of this kind. The newspapers publish the dates and times when the offices will be open, as well as their addresses.

In rural areas, electors who wish to request similar changes to the electoral list must go to the rural revisers in their polling subdivision. If an elector does not know the names of the rural revisers, or their addresses or telephone numbers, he must contact the returning officer for his polling subdivision.

If it is impossible for you to go to the urban office, or to visit the rural revisers, a relative domiciled in the same electoral division may submit your application for you.

One elector may also apply to have the name of another elector in the same polling subdivision struck off the list.

Boards of revisers and rural revisers

In urban areas, electoral lists for each polling subdivision are revised by a boards of three revisers. Each urban municipality has at least one such board.

In rural areas, the electoral list for each polling subdivision is revised by two rural revisers working together. There are two revisers for each polling subdivision.

The boards of revisers and the rural revisers examine the electoral lists and correct them. This involves studying all the changes requested by the electors, and preparing a list of the entries, corrections and deletions made to the electoral lists for each polling subdivision which they are responsible for revising. Both the boards and the rural revisers have exclusive power to accept or refuse applications for entry, correction or deletion, and assume complete responsibility for their decisions.

The Electoral List to be Used for a Poll

The electoral list is in force for one year. If an election is called after the period for annual enumeraiton, the electoral lists will be revised again three weeks before polling day.

If you were not able to have your name entered at the time of the annual enumeration, you can do so when this second revision is made.

If you change your domicile after the period for the annual enumeration, you can also have your name entered on the electoral list for your new polling subdivision.

Finally, this second revision will also give you an opportunity to make changes to the electoral list.

The second revision is carried out in the same manner as the first.

When there is a second revision before a poll, if you wish to be entered on the electoral list, you must fulfil the requirements already mentioned, as of the day of the election (see Voting requirements). The electoral list in which your name must be entered is that for the polling subdivision in which you were domiciled on the day the writ ordering the election was issued.

Holding a Provincial Election

Issuing the Writ

After the Prime Minister makes the final decision, a government writ ordering an election is sent to the Director General of Elections. The writ advises the Director General as to what date has been selected for the voting. If the election is to be province-wide, the Director General must send a copy of the writ to each returning officer for all the 122 electoral divisions. If it is to be a by-election, he sends the copy to the returning officer concerned.

Every election is held on the fifth Monday following the issue of the writ, although if this Monday is a holiday, the election takes place the following day.

The Right to Vote

In order to have the right to vote, you must, as of the day of the election,

- be entered on an electoral list in force and used for the voting;
- have been domiciled in Québec for one year;
- be 18 years of age;
- be a Canadian citizen;
- not be legally incapable.

The Director General of Elections does not vote.

Candidates

Every elector may stand for election to the National Assembly.

Anyone who wishes to do so must file a nomination paper with the returning officer not later than 2:00 p.m. on the sixteenth day before the poll. The nomination paper must bear the signatures and addresses of at least 60 voters in the electoral division in which the elector wishes to stand for election.

Polling Officers

The polling officers are: the deputy returning officer, the poll clerk and the officer in charge of information and order. All are chosen from among the electors.

THE DEPUTY RETURNING OFFICER sees that voting proceeds smoothly, makes it easy for people to vote, ensures the secrecy of the ballot, sorts the ballots, and sends the result of the vote to the returning officer.

THE POLL CLERK helps the deputy returning officer and enters in the poll book any facts worth recording with regard to the voting.

THE OFFICER IN CHARGE OF INFORMATION AND ORDER greets voters and directs each one toward the poll corresponding to his polling subdivision.

Each candidate may authorize a person to represent him at a poll, although these representatives are not polling officers.

Voting is by secret ballot, and no one can compel you to say who you voted for.

The Voting Process

Nothing to it!

First, you are handed a ballot paper. Then you go to a booth. Once inside, you mark a cross (+), an X, a check mark (√) or a line (−) in the circle beside the name of the candidate of your choice. To do this, you use the pencil which the deputy returning officer will give you, or a pen or ballpoint.

After voting, fold your ballot paper and show it to the deputy returning officer and the poll clerck, and to the candidates' representatives if they wish to examine it. These people make sure the deputy returning officer's initials are on the paper. Next, tear off the stub and put your ballot paper into the ballot box.

Voting is a secret process. No one can compel you to tell for whom you have voted.

Advance Polling

This means voting before election day.

Members of the electoral staff, disabled persons, inmates and anyone who has reason to believe that he or she will be away from his or her polling subdivision, or unable to vote there, on voting day, may vote in an advance poll.

If you must vote in an advance poll, you need only go to one of the stations set up for the purpose. These are open from 2:00 p.m. to 10:00 p.m. on the Sunday and Monday of the week before the election proper. Every advance polling station is arranged in such a way as to be accessible to the disabled.

No later than the 22nd day before the election, you will receive a notice indicating where and when advance polling will take place. This information is also published in the newspapers.

The Voter's Manual

Under the Québec Election Act, the returning officer for each electoral division must send a voter's manual to every dwelling not later than the 22nd day before the election. This manual is prepared by the Director General of Elections.

The voter's manual tells all you want to know about how an election is held and how an election campaign is financed. There is also information about the right to vote, the electoral list and its revision, the financing of political parties and candidates, and the conditions for taking part in an election.

Voting by Proxy

Voting by proxy is not permitted in Québec. If you want to vote, you must appear in person at the poll for your polling subdivision.

Voting by Inmates

Inmates are entitled to vote in Québec elections. In order to exercise his right to vote, an inmate must have his name entered on the list of the electors in the establishment in which he is detained. His vote, however, is recorded in the electoral division in which he is domiciled.

An inmate votes at the advance polling station in the establishment where he is detained. These stations are open from 10:00 a.m. to 8:00 p.m. on the Monday of the week preceding election day.

No inmate may vote in a by-election.

Reminder

No later than the second day before election day, the returning officer will send a card to your home, reminding you of when and where the voting will take place, and giving the name of each candidate, both those of the authorized parties and the independents.

When are the Polling Stations Open?

Voting takes place from 10:00 a.m. to 8:00 p.m.

The Polling Stations

All the polling stations in an electoral precinct must be together in a public place. When there is a hospital centre or a reception centre, however, the returning officer may establish these stations in more than one place, provided the Director General of Elections approves.

Any municipality, school board, or establishment constituted under the Act respecing health services and social services must allow polling-stations to be set up free of charge on its premises.

Assistance to Voters

If an elector declares under oath that, because of some disability or the fact that he cannot read, he is unable to mark his ballot paper himself, the deputy returning officer or the poll clerk may assist him, in the presence of the candidates' representatives.

Another voter from the same electoral division may also help him, provided that other voter declares under oath that he has not already helped any other elector during the voting, and that he will not reveal the name of the candidate for whom the elector voted.

The Visually Handicapped

The deputy returning officer must provide any visually handicapped voter with a template, to enable him to vote without assistance. The officer must indicate to that person the order in which the candidates' names appear on the paper, and any indications given under any of them.

Duties of Employers

Your employer must allow you at least four consecutive hours to vote, while the polls are open. This does not include the time generally allowed for meals.

No salary deductions may be made for this time off, and you will not be subject to any penalty. An employer who infringes this provision of the act is liable to penalties.

Duties of Teaching Establishments

Polling day is a holiday in every teaching establishment located in an electoral division in which an election is held.

On polling day, every teaching establishment must give a holiday to all its students who are electors.

Liquor Permits

As long as the polls are open (from 10:00 a.m. to 8:00 p.m. on voting day), no permit issued under the Act respecting liquor permits may be exploited. This provision does not apply when a by-election is held, however.

Result of the Poll

In each of the 122 electoral divisions, all ballot papers are counted on the night of the voting; counting is done by the deputy returning officers in presence of the poll clerks.

Each returning officer makes the results for his electoral division known to the media, although no result transmitted on election night is official.

The day following the election the returning officers count the votes again, in the presence of the candidates or their representatives, and declare elected the candidate who has won the most votes.

For more information

If you want to know more about how a provincial election is held, contact the

— **Centre de renseignement du**
Directeur général des élections
3460, rue De La Pérade
Sainte-Foy (Québec)
G1X 3Y5
1-800-643-4378 (toll free)

Municipal Elections

The Elections

A municipal election will give you the chance you have been waiting for to select the people you want to run your municipality. Municipal elections are generally held on the first Sunday or the first Monday in November, unless a vacant seat is to be filled.

Every poll must be located in a public place and, naturally, the vote is by secret ballot.

The Candidates

If you want to be a candidate in a municipal election in an urban area, you must have been domiciled there for at least 24 months before the date on which you are nominated; if you are not domiciled there, you (or your spouse) must have been entered on that municipality's assessment roll for at least 24 months; you must also reside in the municipality.

If you want to stand for election in a municipality governed by the Municipal Code, you or your spouse must either be entered in the schedule to the assessment roll as a tenant and have been domiciled in the municipality for at least 24 months before the date on which you are nominated, or have resided in the municipality and have been entered on the assessment roll as an owner for at least 24 months before that date.

And if you stand for municipal election, you must not hold any office inconsistent with the municipal administration (you cannot be a Member of the National Assembly, for instance, or a judge or a senior civil servant in Municipal Affairs). You must not be in any position which might eventually lead to a conflict of interest, nor must you have signed any contract with the municipality.

Election Expenses

See in this regard the chapter entitled POLITICAL FINANCING AND CONTROL OF ELECTION EXPENSES.

The Right to Vote

If you are of age and a Canadian citizen, you should have the right to vote in a municipal election.

Companies, unions, associations and other organizations do not have that right.

If you live in a municipality governed by the Municipal Code, you must also be entered on the assessment roll, you must not be legally incapable, and you must have been domiciled in that municipality for at least 12 months before polling day. If you are not domiciled in the municipality, you must have been entered on the assessment roll for at least 12 months as the owner of immovable property in that municipality, or as the tenant of a store, counter, boutique, office or place of business.

If you want to vote in a city or town, you must have been entered on the electoral list in force, and you must have been domiciled in the municipality for at least 12 months before the 1st of September of the year in which the election is held. If you are not domiciled in the municipality, you must have been entered on the assessment roll as the owner of a building or the tenant of an office or place of business for at least 12 months prior to the 1st of September of the year in which the election is held.

Municipal Electoral Districts

These are new as of a few years ago. A municipal electoral district is a segment of the territory of a municipality; the people of each district are represented on the municipal council by a councillor.

The Boundaries of Electoral Districts

The Commission de la représentation électorale is responsible for setting the boundaries of each municipal electoral district.

Each municipality must draw up its electoral map. As a rule, the municipality will prepare and adopt a draft for the division of the territory, then submit that draft to the people.

For cases where the draft does not meet with unanimous approval, the law has provided for a process by which voters and representatives can arrive at a satisfactory solution. If they fail to do so, they may appeal to the Commission de la représentation électorale. The Commission will hold a public hearing, hear the claims of both sides, then decide as to what is the best solution to apply.

Dividing the Territory

First of all, with a view to ensuring that the electors are fairly represented, the law determines how many electoral districts there will be. Now it is up to those responsible for dividing the territory to determine the average number of electors there will be in each district. To do this, they divide the voting population by the number of districts chosen. The figure may be increased or reduced by 15%.

In order for each elector to be able to identify himself with his new district, those responsible for dividing the territory into districts must also take account of certain other criteria: demographic trends, physical barriers, limits of parishes, and so on.

As soon as the draft showing the division of the territory is published, all the citizens must study its. This is of prime importance since it is at this stage that they must propose amendments or contest the draft, and they have only so much time in which to do so.

For more information

If you have any questions about the boundaries of municipal electoral districts, contact the

- **Centre de renseignements du**
  Directeur général des élections
  3460, rue De La Pérade
  Sainte-Foy (Québec)
  G1X 3Y5
  1-800-643-4378 (toll free)

Municipal Referendums

A municipal referendum can be either optional or obligatory.

Optional Referendums

An optional referendum is held when the municipal council decides to submit to the ratepayers a matter on which it could have made a decision itself. The council may also hold a referendum if 20 ratepayers ask for it, but this will remain an optional referendum since the council still decides whether it will be held. Even though the ratepayers ask for this kind of referendum, the council will not be bound by its results or compelled to follow up on it.

Obligatory Referendums

The law provides that in certain cases a referendum must be held if enough people ask for it: on a matter of annexation or amalgamation, for instance, or on the approval of a loan by-law or of the amendment or repeal of a zoning or building by-law or of a by-law providing for the division of the territory.

The Charters of the Cities of Québec and Montréal make no provision for obligatory referendums, although Montréal does allow optional referendums.

The Right to Vote

Not everyone can vote in a municipal referendum, regardless of whether it is optional or obligatory. In most cases, only owners and tenants (and not their spouses and children) may vote. When voting is to be on a loan by-law, only the property owners may vote and, here again, account must be taken of property value: the higher the value of a voter's property, the more weight his vote has. This is reasonable when we consider the in any municipality, the higher the assessment the higher the tax.

Finally, if the referendum is on a loan by-law, a zoning or building by-law; or a by-law providing for division of the territory, only the property owners and tenants in the sector concerned may vote.

School Elections

In the organization of preschool, elementary and secondary school instruction, the people living in the territory of a school board are represented by school commissioners. One-third of all school commissioners are elected each year. Each of them will be in office for three years.

Wards

The number of commissioners is based on the number of wards for each school board.

Every three years, before the 1st of March, the commissioners must divide their territory into wards according to the number of children between five and 12 years of age who fall under the jurisdiction of the school board.

While the number of wards may be increased if the number of children increases, it cannot be diminished if the number of children drops.

Electors

Before the 1st of April each year, the school board draws up a list of electors for each ward in which there is an election.

To be entered on the electoral list you must:

— be a Canadian citizen;
— be at least 18 years of age;
— reside in the ward or be entered on the assessment roll as a property owner;
— not be legally incapable.

If you wish to object to the fact that a certain name is or is not on the electoral list, you must advise the school board within 15 days after public notice announcing the deposit of the list is given. The electoral list is examined and corrected in April and May.

Election Staff

The returning officer and the poll clerk are generally senior employees of the school board. The returning officer appoints a clerk and a deputy returning officer for each poll, which must have not more than 350 voters.

Candidates

Two voters may nominate a candidate for the office of commissioner. The nomination paper must be submitted to the returning officer between noon and 2:00 p.m. on the first Monday in June. It must mention the candidate's name and occupation, and the ward in which he is to stand, and must be signed by the nominators.

If you want to be a candidate, you must:

- be a Canadian citizen;
- be at least 18 years of age;
- have resided within the school board's territory for at least six months;
- not be legally incapable.

Elections

If there is only one candidate in a ward, the returning officer declares that candidate elected. If there is more than one candidate, an election by secret ballot is held between 9:00 a.m. and 7:00 p.m. on the second Monday In June.

The returning officer declares elected the candidate who receives the most votes. If votes are tied, the returning officer must vote for one of the candidates, whom he then declares elected. If candidates withdraw before the end of the election, the returning officer cancels the election and declares the remaining candidate elected.

Contesting election

If a school commissioner has been elected by violence, fraud or corruption, the election can be contested by a candidate or by five electors. Their contestation must be submitted to the Provincial Court within 15 days after the election.

Term of Office

Every school commissioner is elected for three years. His term ceases, however, if he no longer fits the requirements, if he refuses to take on the duties, or if he refuses to take the oath or make the solemn declaration of office within 30 days after his election. His term also ceases if he resigns in writing or if he is absent from six consecutive sittings of the Board. A person whose seat becomes vacant is replaced within 30 days by someone appointed by the commissioners.

Note

The remarks above on school elections do not apply to the eight school commissioners for the Island of Montréal, who enjoy special status as the Conseil scolaire de l'Île de Montréal.

For more information

If you would like to know more about the election of school commissioners, apply to your local school board, to one of the regional branches of the ministère de l'Éducation, or to the

- **Ministère de l'Éducation**
  Centre de renseignements
  1035, rue
  De La Chevrotière
  Québec (Québec)
  G1R 5A5
  (418) 643-7095

Elections in Social Affairs

Establishments

The legislation on health services and social services provides that a certain number of users (which varies according to the type of establishment) may be elected to the board of directors of local community service centres, hospital centres, social service centres and reception centres.

There is an election meeting in May or June each year. This meeting is called by a notice of at least 15 days, published in two newspapers circulating in the territory served by the establishments. Users — people who can prove that they have made use of the establishment's services in the past year — are entitled to stand for election or to vote for the candidate of their choice.

Members of the boards of directors receive no remuneration, although they can be reimbursed for expenses incurred in attending meetings.

Publications

Code	Title	Price
10381-2	Les circonscriptions électorales Map, scale 1:1 250 000 (8% tax)	$3.00
2756-5	Vocabulaire des élections 1976, 2nd ed., 36 p., 22 cm	$1.00
3335-7	Rédaction et interprétation des lois 1978, 2nd ed., 70 p., 22 cm	$3.00

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